

# Provider Enrollment Facility/Agency/Organization (FAO) Revalidation of Enrollment Information

"Working to protect, preserve and promote the health and safety of the people of Michigan by listening, communicating and educating our providers, in order to effectively resolve issues and enable providers to find solutions within our industry. We are committed to establishing customer trust and value by providing a quality experience the first time, every time."

-Provider Relations

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#### Revalidation Overview

- All providers are required to revalidate their Medicaid enrollment information a minimum of once every five years, or more often if requested by MDHHS.
- This presentation will cover the provider enrollment steps that are required during revalidation, additional provider enrollment steps may need to be updated or reviewed by providers but are listed as optional and are not covered in this presentation.
  - For complete FAO enrollment instruction: <a href="https://www.Michigan.gov/MedicaidProviders">www.Michigan.gov/MedicaidProviders</a> >> Provider Enrollment >> Step-by-Step CHAMPS Enrollment Guides >> Facility/Agency/Organization (FAO)>> <a href="https://www.michigan.gov/MedicaidProviders">CHAMPS Enrollment Application: FAO User Guide</a>
- Providers should review information within each enrollment step to ensure it's up to date and accurate.
- When providers update their enrollment information a new record is created for Provider Enrollment to review. Providers can change the updated information through the new record until the enrollment is submitted to the State for review.



#### Provider Enrollment Revalidation Process

- Providers have a 90-day period to complete their revalidation in CHAMPS.
  - 90 days prior to the beginning of the revalidation period, providers receive a letter mailed to their CHAMPS correspondence address located within the Provider Enrollment information.
  - 30 days prior to the revalidation period end date a second letter is mailed if the revalidation has not been completed.
  - If the revalidation has not been completed by the end of the last day of the revalidation period, a termination letter will be generated.
    - For example: 2/24/20 is the revalidation cycle end date, the termination letter will be generated the night of 2/24/20.

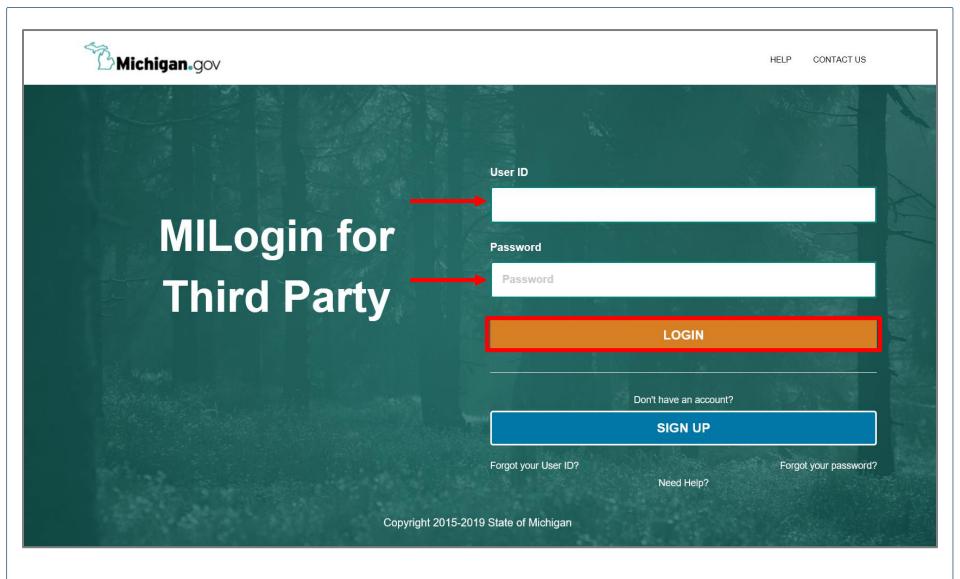
### If revalidation is not completed during the revalidation period, the provider will have their enrollment closed.

Once an enrollment is closed due to not completing revalidation providers must contact MDHHS Provider Enrollment to have the enrollment reopened. (Note when MDHHS opens the enrollment manually the changes cannot be made by the provider until the following day.)



## Facility/Agency/Organization (FAO) Revalidation Steps

Details on the revalidation steps



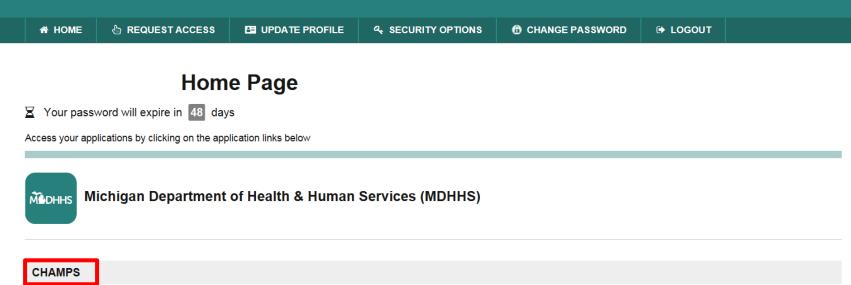
- Open your web browser (e.g. Internet Explorer, Google Chrome, Mozilla Firefox, etc.)
- Enter <a href="https://milogintp.Michigan.gov">https://milogintp.Michigan.gov</a> into the search bar
- Enter your User ID and Password
- Click Login





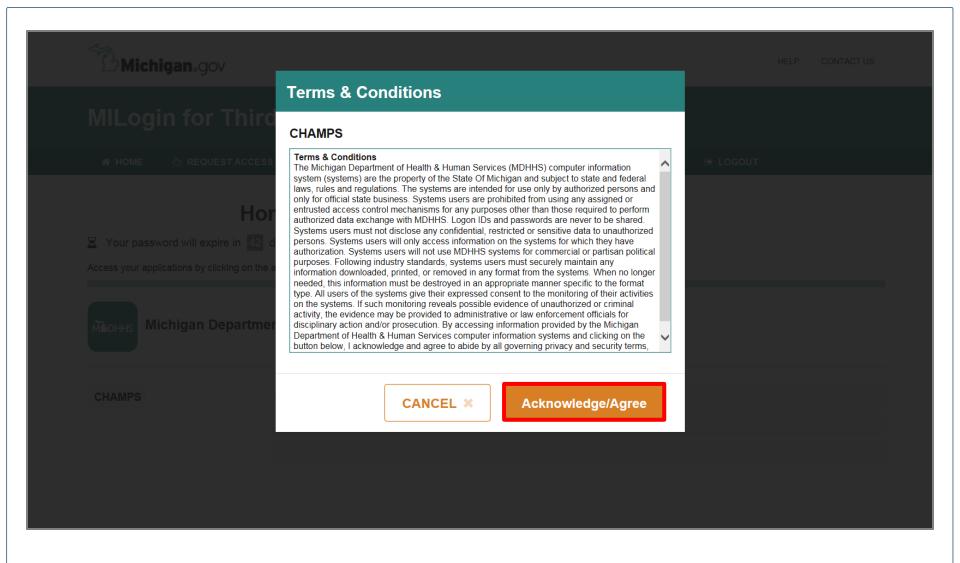


#### **MILogin for Third Party**



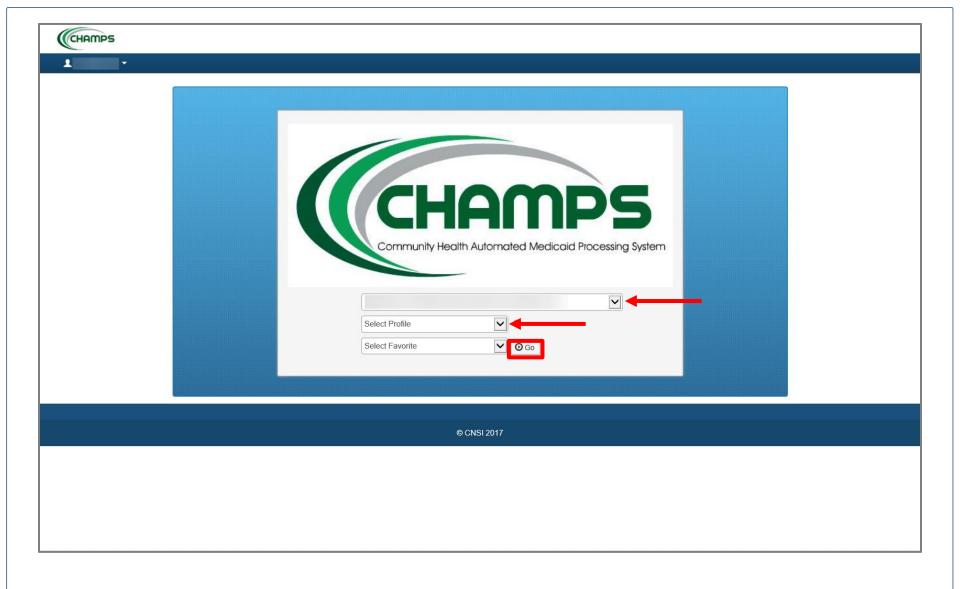
- You will be directed back to your MILogin Home Page
- Click the CHAMPS hyperlink



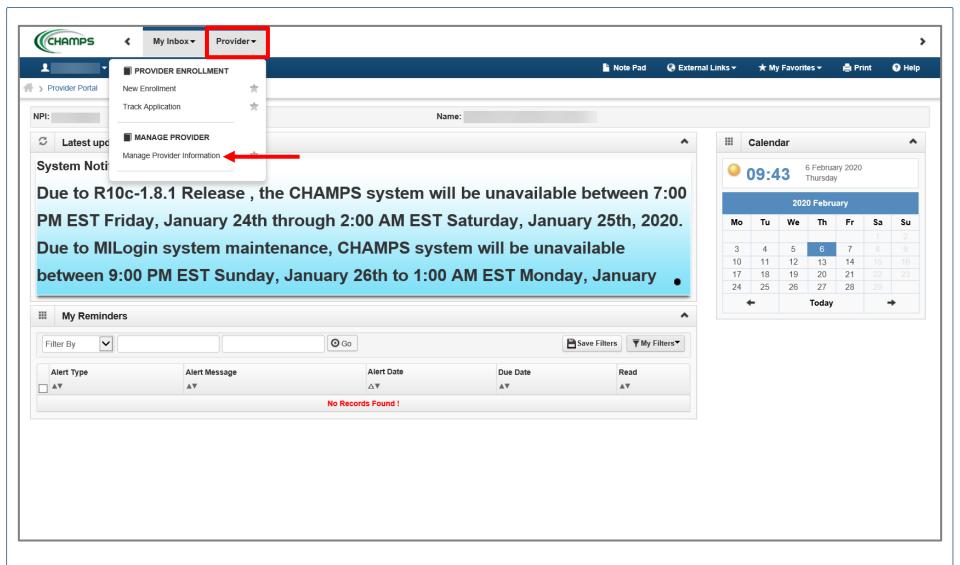


Click Acknowledge/Agree button to accept the Terms & Conditions to get into CHAMPS



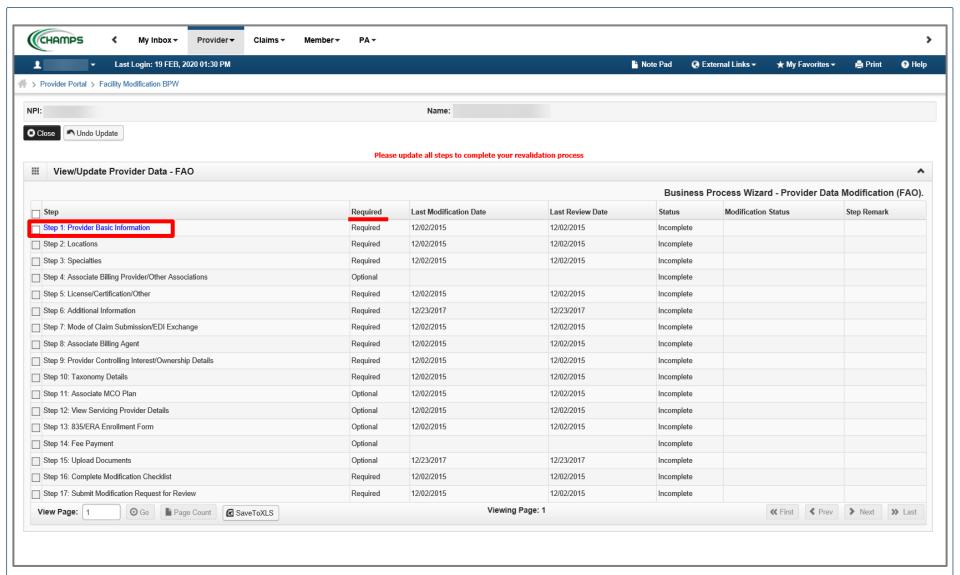


- Select the Domain of the FAO provider needing to complete the revalidation.
- Select either CHAMPS Full Access or Provider Enrollment Access profile in order to complete the revalidation.
- Click Go

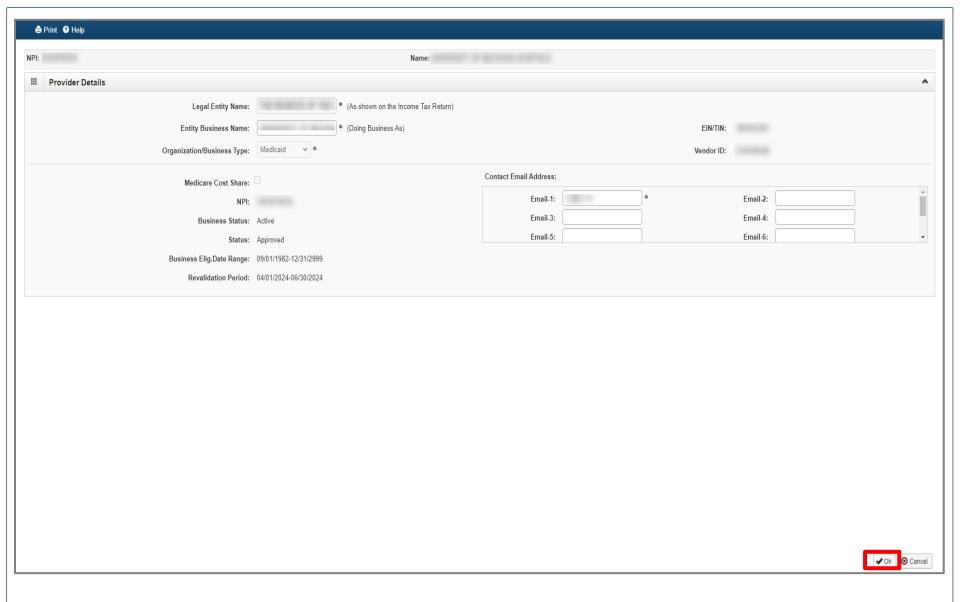


- Click the Provider Tab
- Select Manage Provider Information



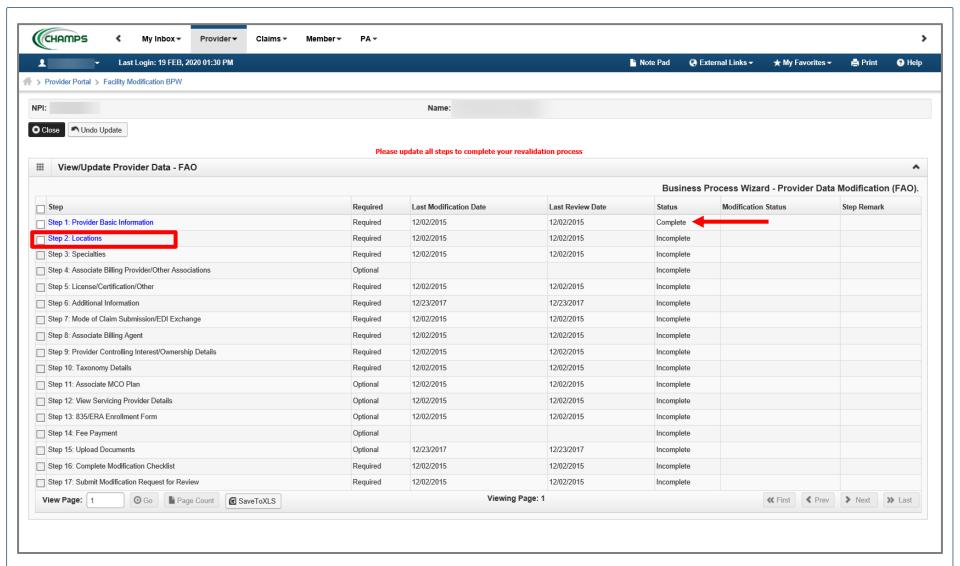


- The required column displays which steps are Required versus Optional for the completion of revalidation.
  - During revalidation, each step should be reviewed to ensure the information accuracy.
- Each required step will need to be clicked into, even if the step information doesn't need to be updated, to allow the step status to change from Incomplete to Complete.
- Click Step 1: Provider Basic Information

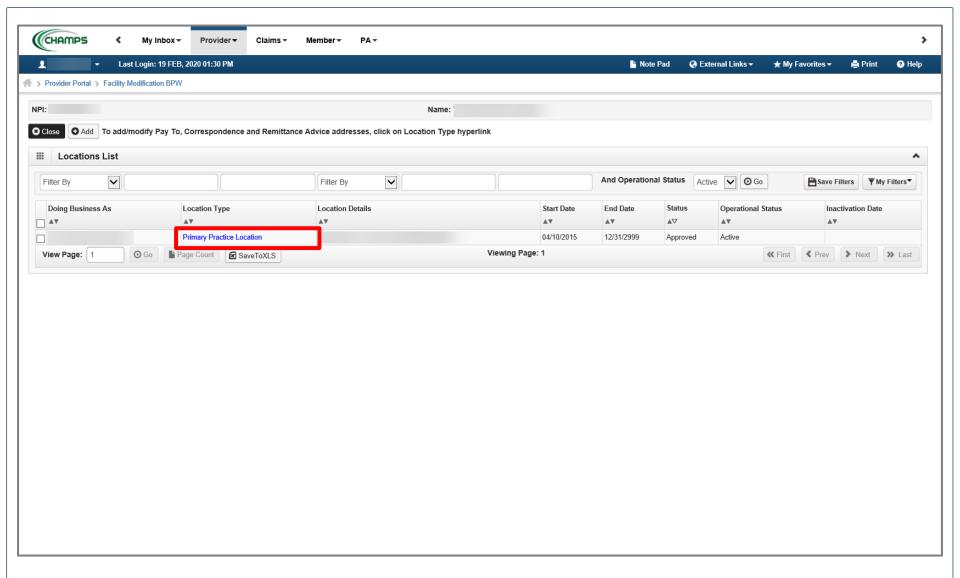


- Review all required information, as indicated with an asterisk (\*), to ensure accuracy.
- Make any necessary updates
- Click Ok



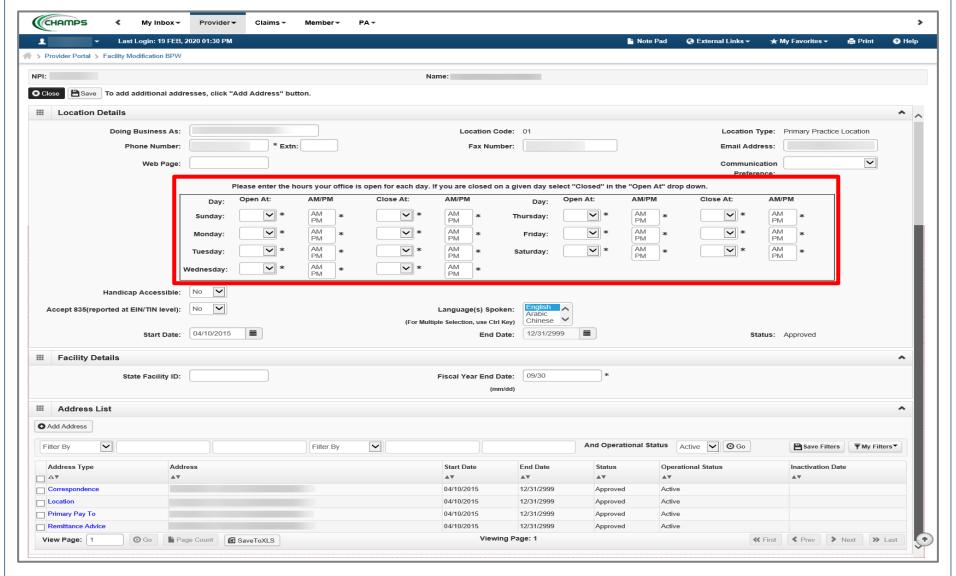


- Step 1 is Complete
  - If changes were made an additional status of Updated would be listed in the Modification Status column.
- Click on Step 2: Locations

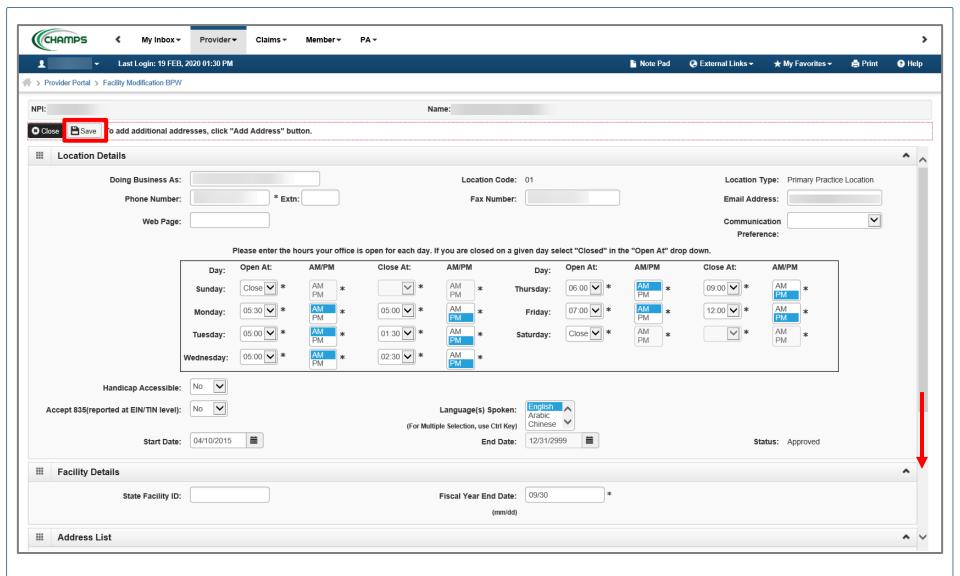


Click the Primary Practice Location hyperlink



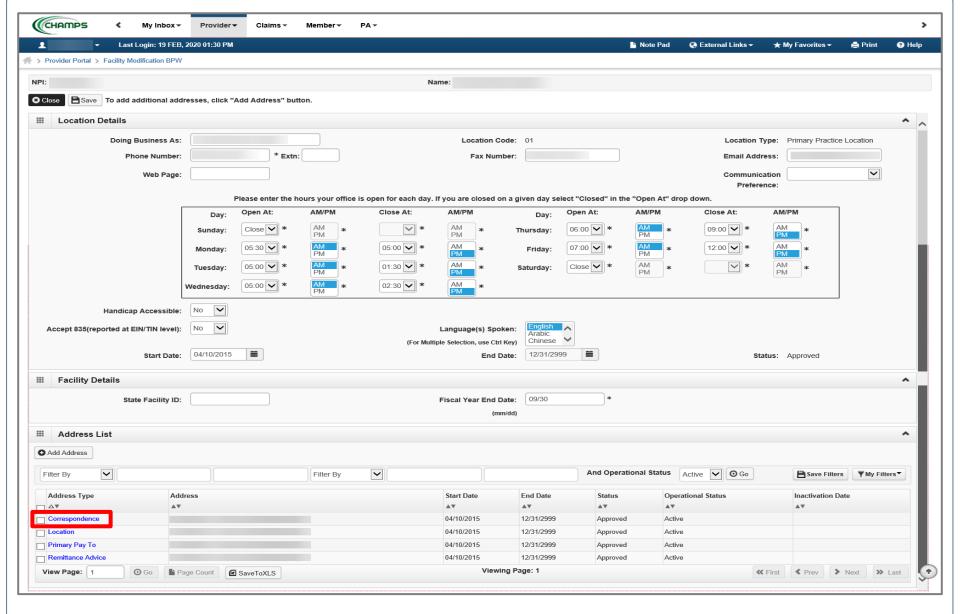


- If office hours are blank;
  - Update the hours section based on the hours your facility is open and closed each day.
  - If there is a day your facility is completely closed select closed from the Open At dropdown selection and you will not be required to enter AM or PM.

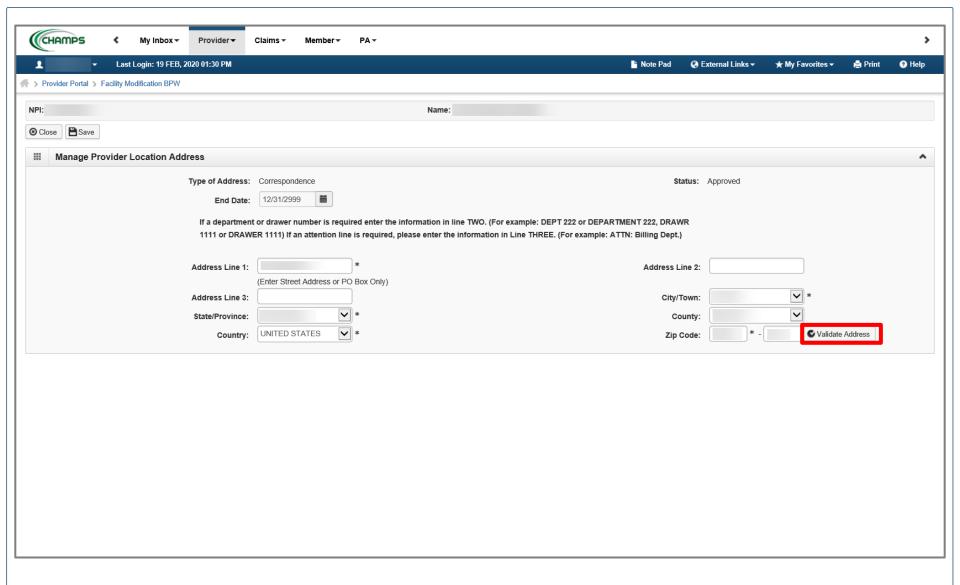


- Update office hours and any other required information.
- Click Save
- Scroll down to review address information



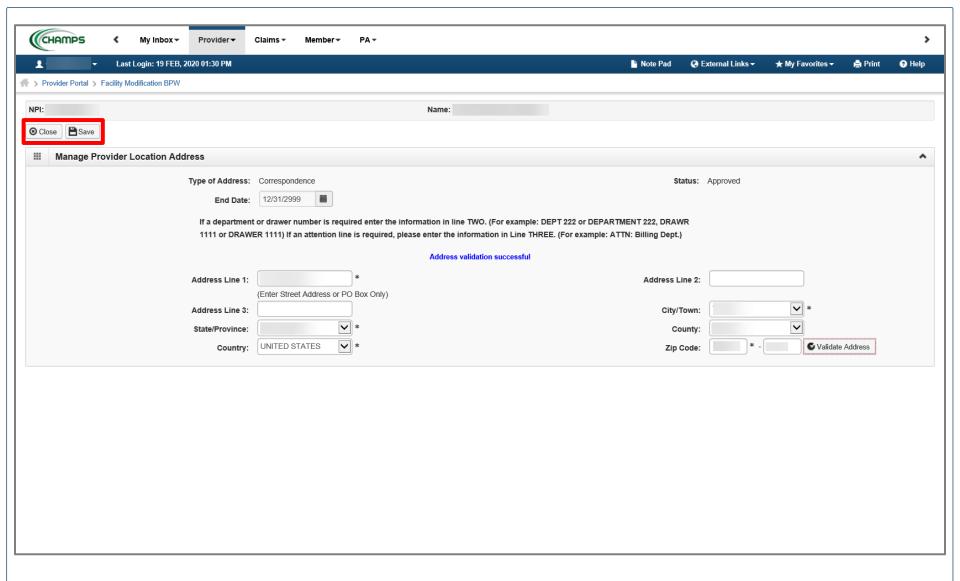


- Review all required information, as indicated with an asterisk (\*), to ensure accuracy.
  - If the listed address information and office hours are accurate, click Close to be returned to the Locations List page.
- To update the Correspondence address, click the Correspondence hyperlink from the address type column.
- The following screens will walk through the process of updating address information.



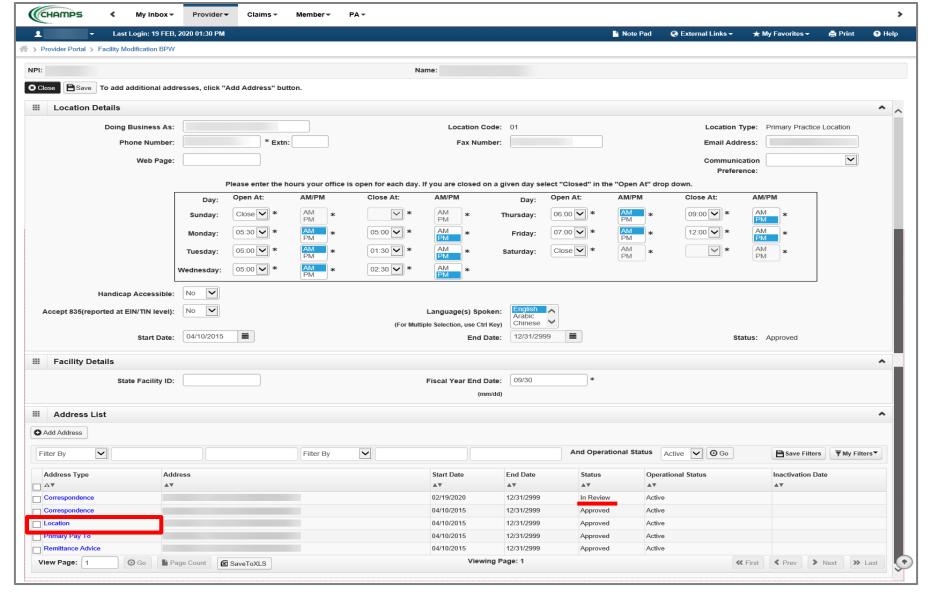
- Complete all fields marked with an asterisk (\*).
- Click validate address



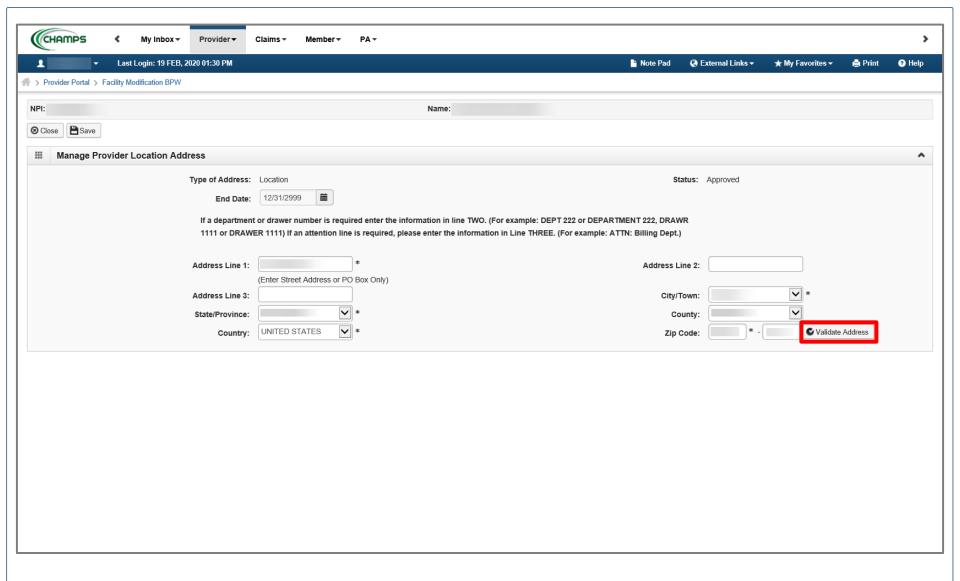


- The 'Address Validation Successful' message will appear indicating the address has been validated.
- Click Save
- Click Close to return to the Location Details screen to review the next address.



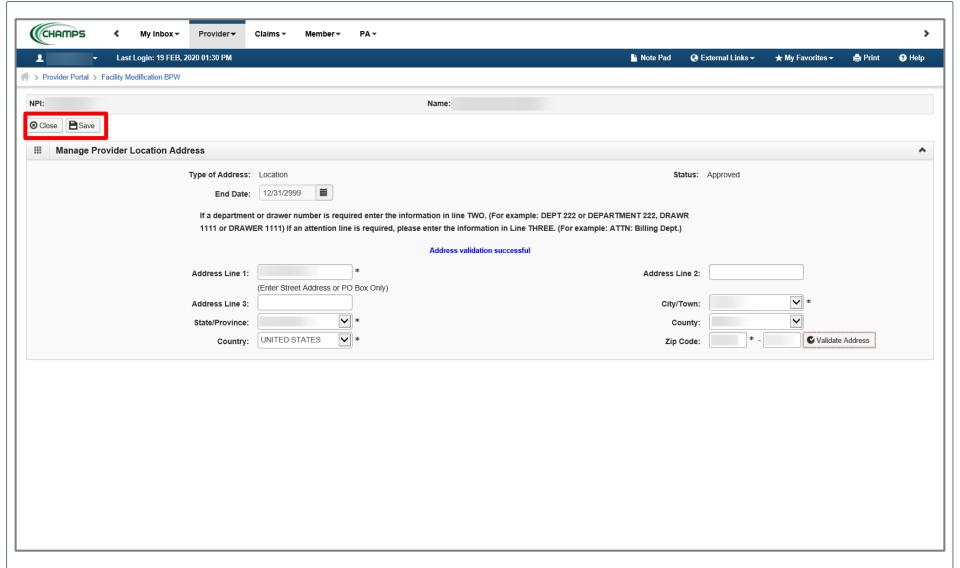


- Notice there are now two rows for correspondence address, one that is approved and one that is in review.
  - If no other addresses need to be updated, update hours, click save and close to return to the <u>Locations List page</u>.
- Click the Location hyperlink from the address type if the Location address needs to be updated.



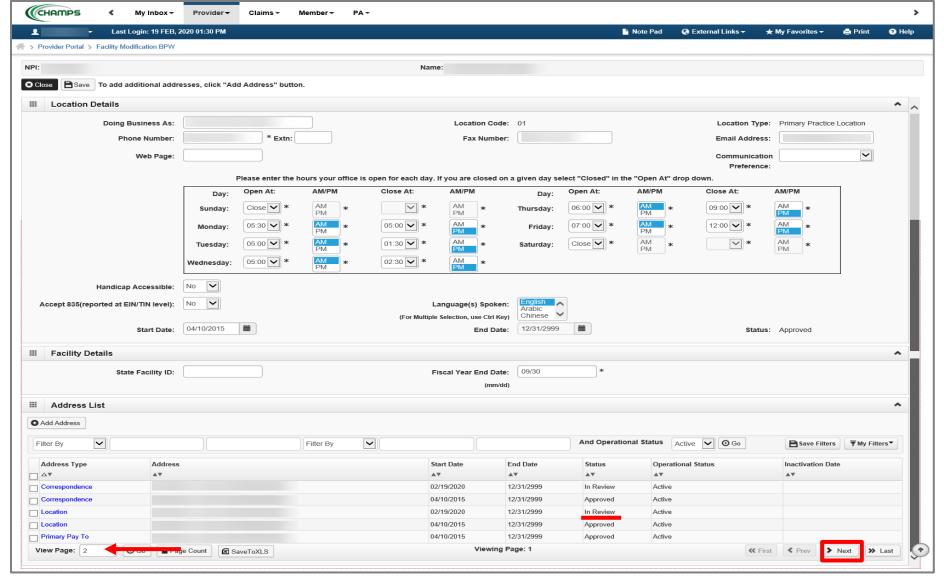
- Complete all fields marked with an asterisk (\*).
- Click validate address



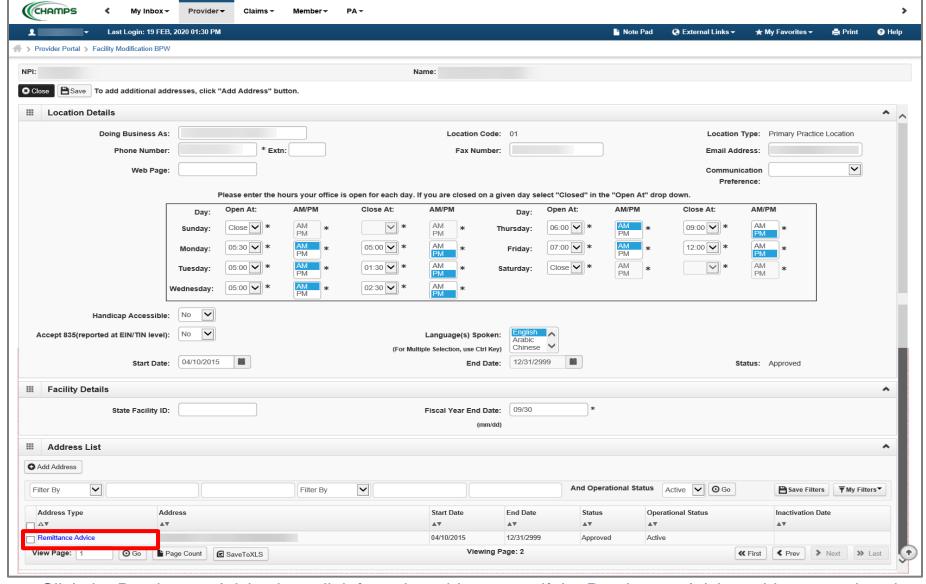


- The 'Address Validation Successful' message will appear indicating the address has been validated.
- Click Save
- Click Close to return to the Location Details screen to review the next address



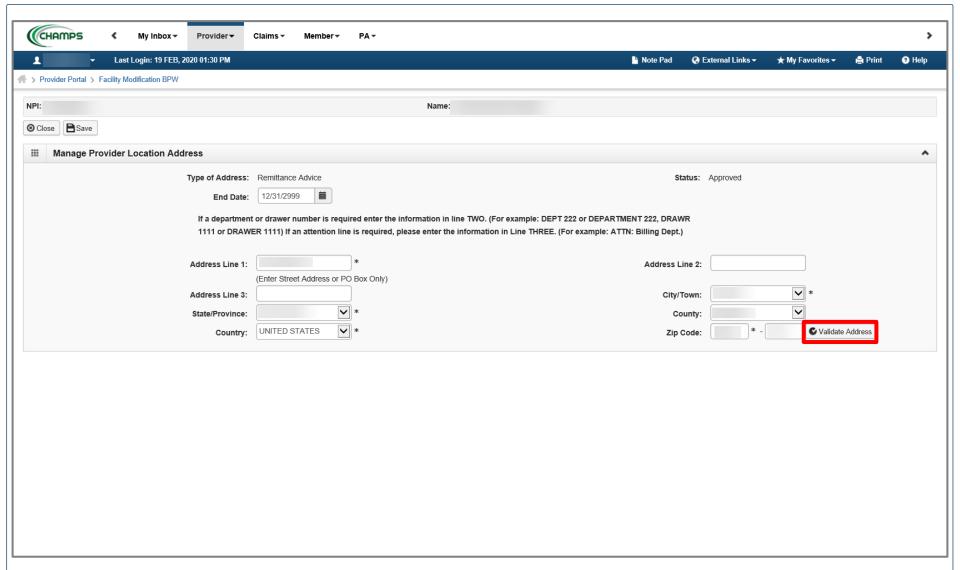


- Notice there are now two rows for Location address, one that is approved and one that is in review.
  - If no other addresses need to be updated, click save and close to return to the <u>Location List page</u>.
- Notice there are now two pages of address types listed, click next to update the next address type
  - Providers needing to update their Primary Pay To will need to submit a letter on company letterhead to Provider Enrollment
    requesting the update. The letter needs to include the NPI, EIN/SSN, Vendor ID, Old pay to address and new pay to address.
    The letter needs to be signed by someone with signing rights such as President, Owner, CEO, etc.

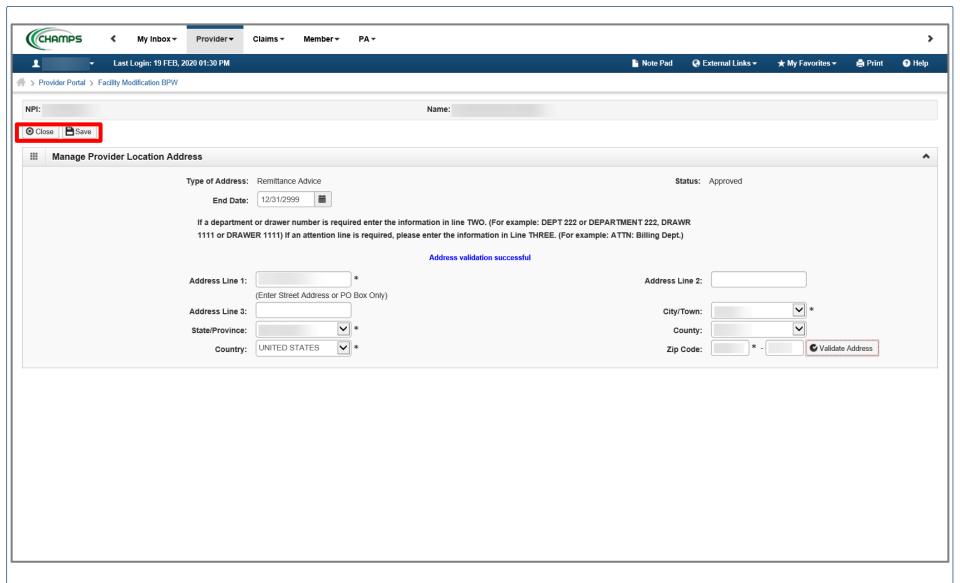


- Click the Remittance Advice hyperlink from the address type if the Remittance Advice address needs to be updated.
  - If no other addresses need to be updated, click save and close to return to the <u>Locations List page</u>.



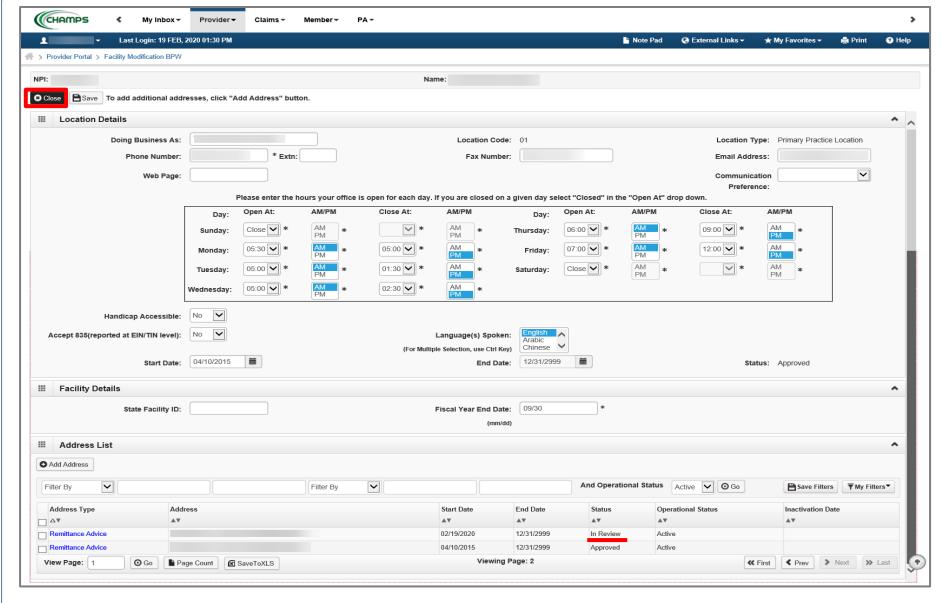


- Make any necessary updates. Ensure all fields marked with an asterisk (\*) are complete.
  - If you would no longer like to receive a mailed paper copy of the remittance advice and would rather access it directly from CHAMPS via the My Inbox Archived Documents function, enter an End Date based on the system date or future end date.
- Click validate address



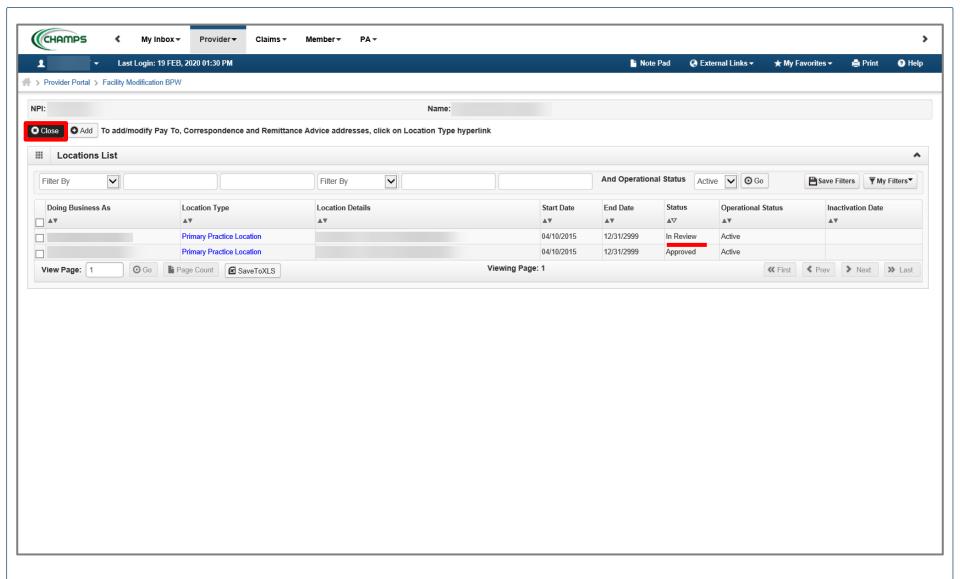
- The 'Address Validation Successful' message will appear indicating the address has been validated.
- Click Save
- Click Close to return to the Location Details screen.





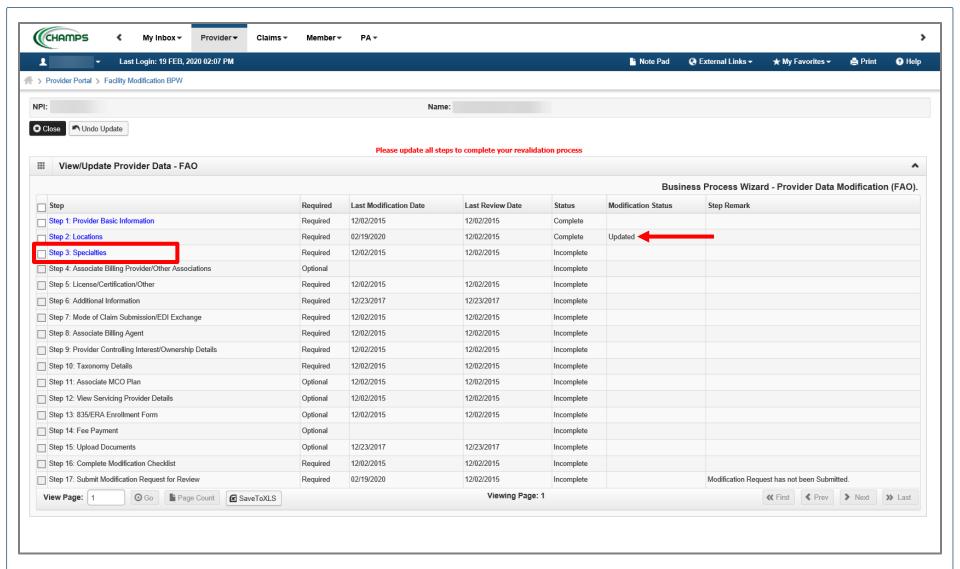
- Notice there are now two rows for Remittance Advice address, one that is approved and one that is in review.
- Click Close to return to the Location List page





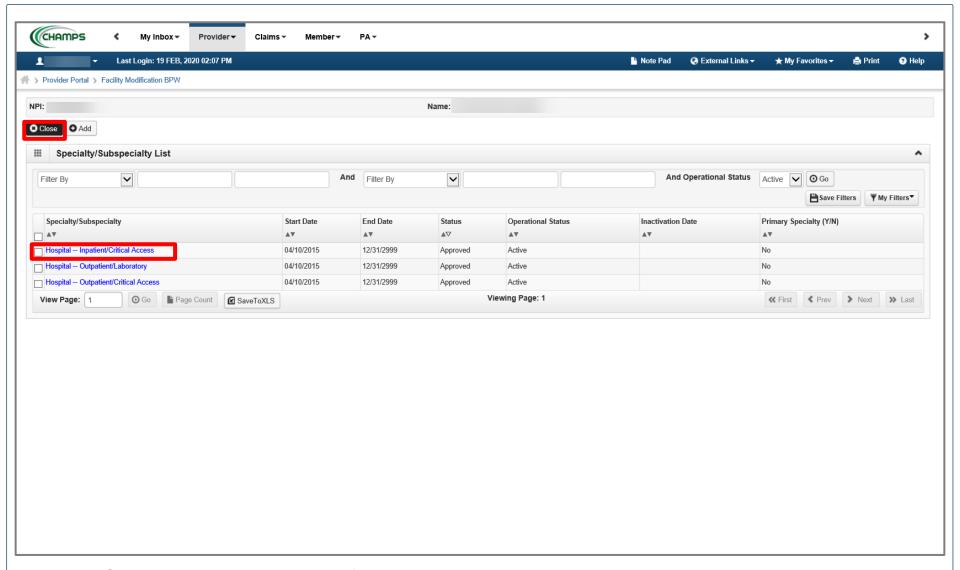
- Notice there are now two rows for Primary Practice Location, one that is approved and one 'In Review'.
- Click Close to return to the Business Process Wizard steps.



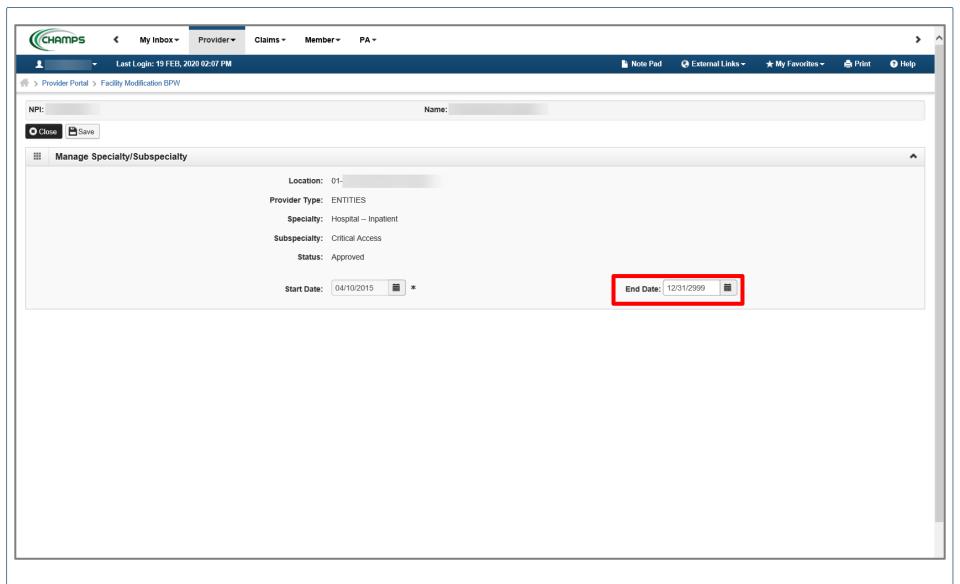


- Step 2 is Complete and a Modification Status of Updated as changes were made within this step.
- Click on Step 3: Specialties



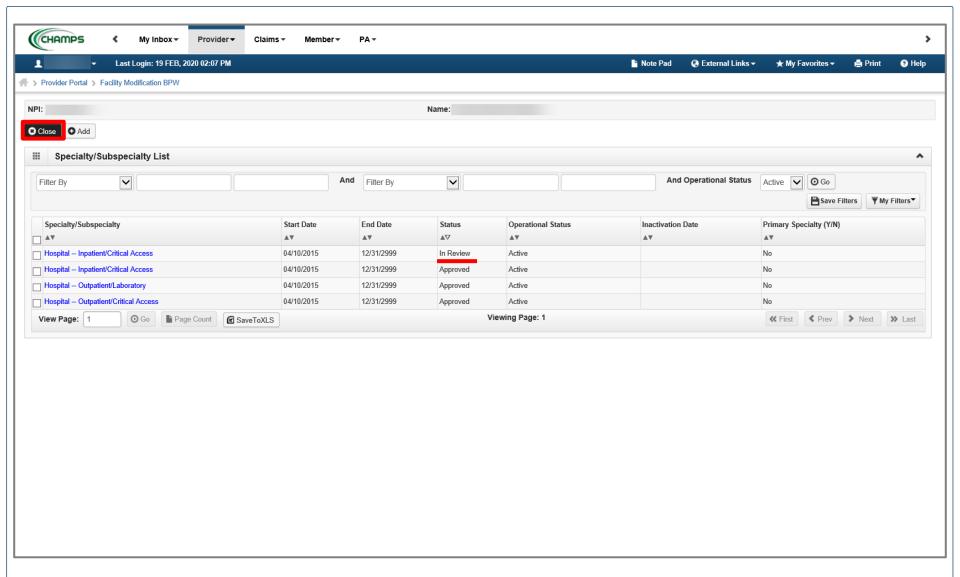


- Each Specialty should be reviewed for accuracy
  - If the information is accurate and there are no updates or additions, click Close to be returned to the <u>Business</u>
     <u>Process Wizard steps.</u>
- To enter a new specialty that is not listed, click Add
- To change an end date of a current Specialty listed click the Specialty/Subspecialty hyperlink.
  - Continue to next slide for further information on how to end date a Specialty.

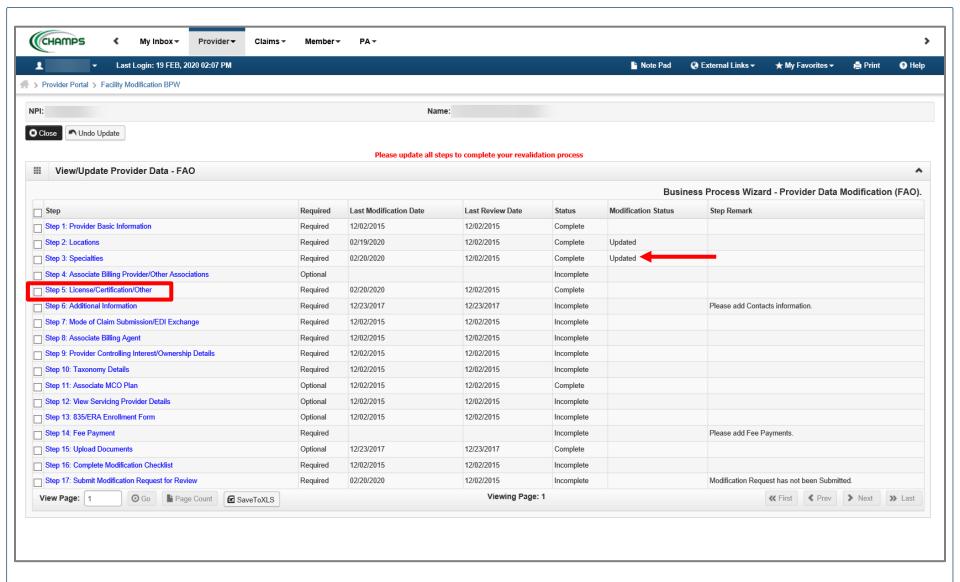


- Enter the end date to indicate the date the Specialty is no longer applicable
- Click Save
- Click Close to return to the Specialty/Subspecialties list screen



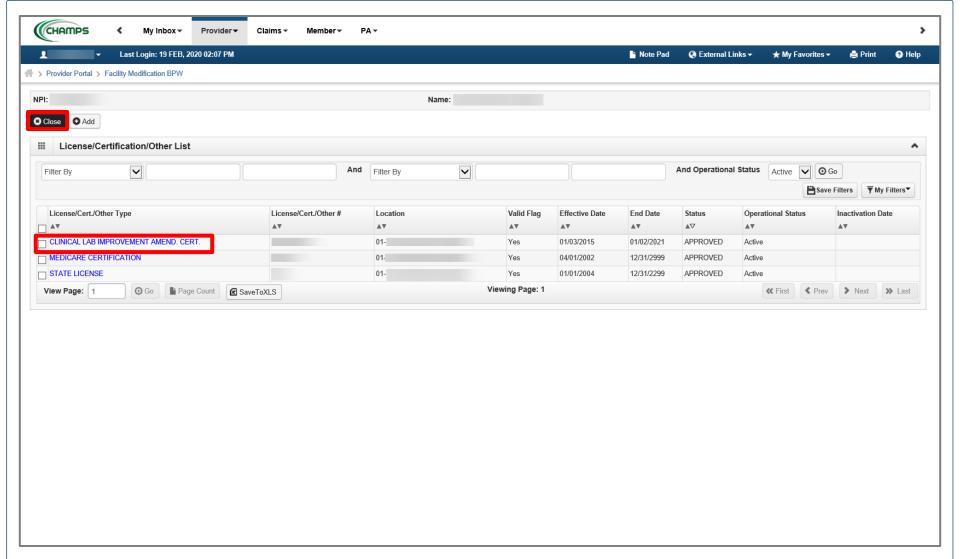


- Notice there are now two rows for Specialty/Subspecialty, one that is approved and one that is in review.
- If end dates are needed for any other Specialty/Subspecialty listed, click into those hyperlinks to enter end dates.
- Click Close to return to the Business Process Wizard steps.

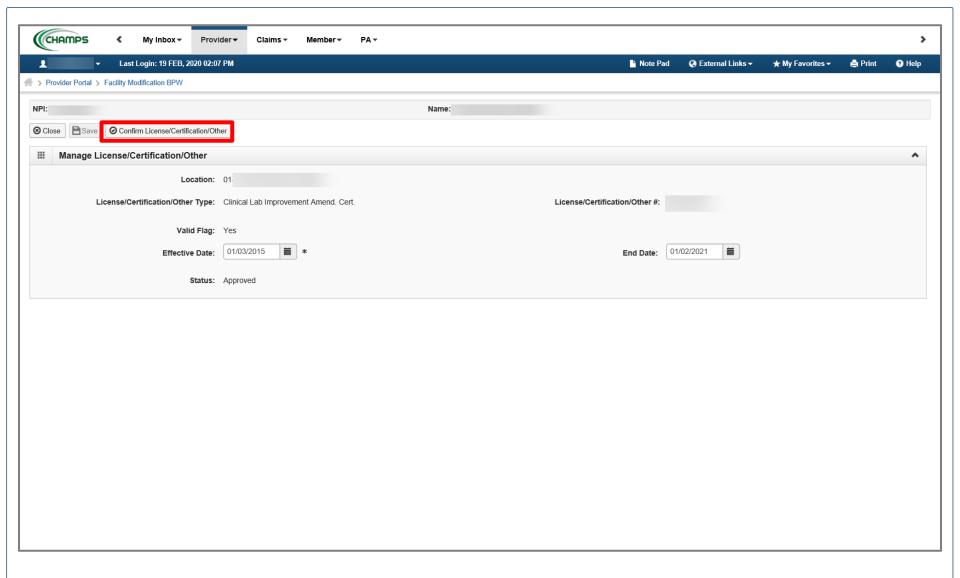


- Step 3 is Complete and a Modification Status of Updated as changes were made within this step.
- Click on Step 5: License/Certification/Other
  - Please note: Step 4 is optional and can be reviewed or updated if needed but is not required.

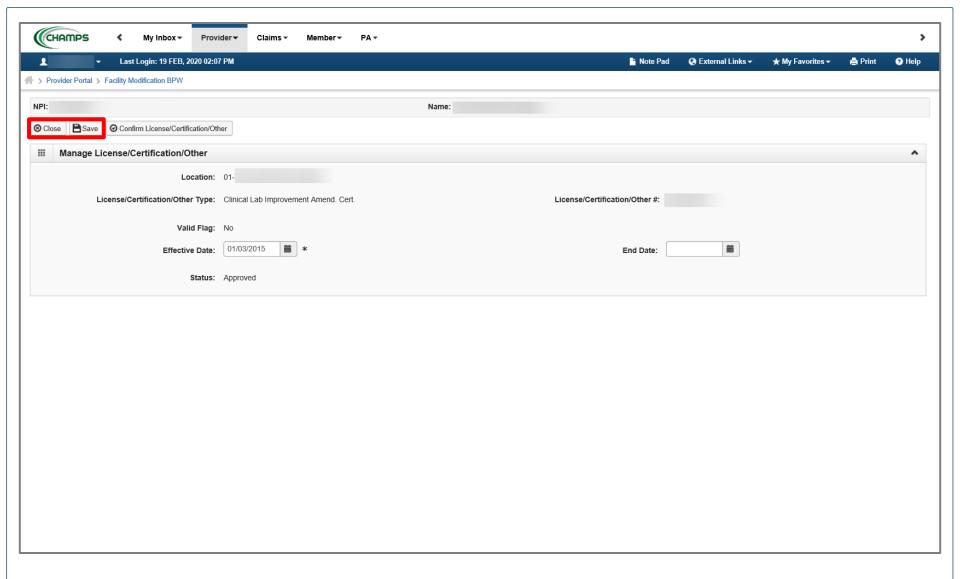




- Each License/Certification should be reviewed for accuracy.
  - If the information listed is accurate and there are no updates or additions, click Close to be returned to the <u>Business Process Wizard steps.</u>
- To enter a new License/Certification/Other, click Add
- To edit any current License/Certification/Other click the License/Certification/Other hyperlink.
  - Continue to next slide for further information on how to end date the License/Certification/Other.

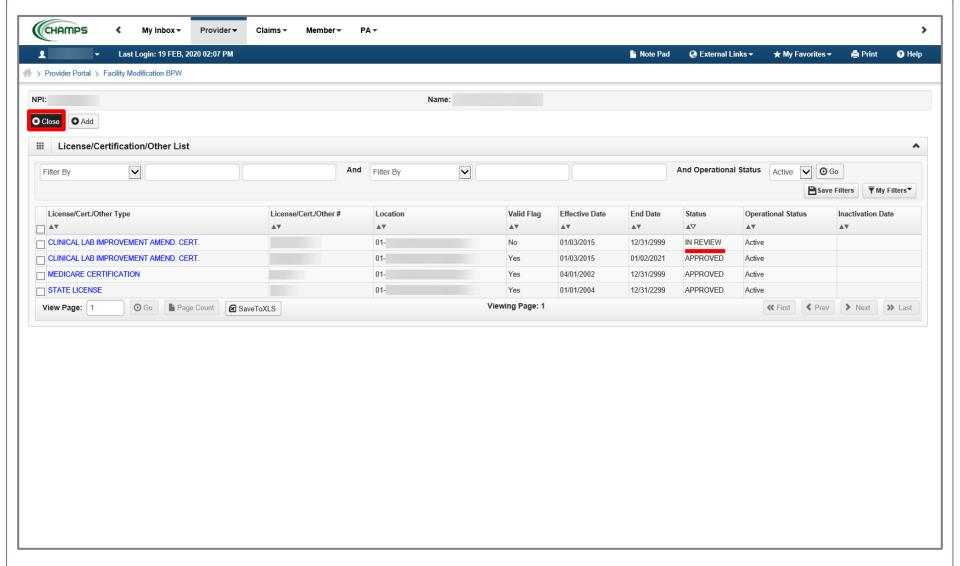


- Click Confirm License/Certification/Other
- Enter the end date to indicate when the License/Certification/Other is no longer applicable.
- Depending on the License/Certification/Other type selected additional information can be changed or updated.



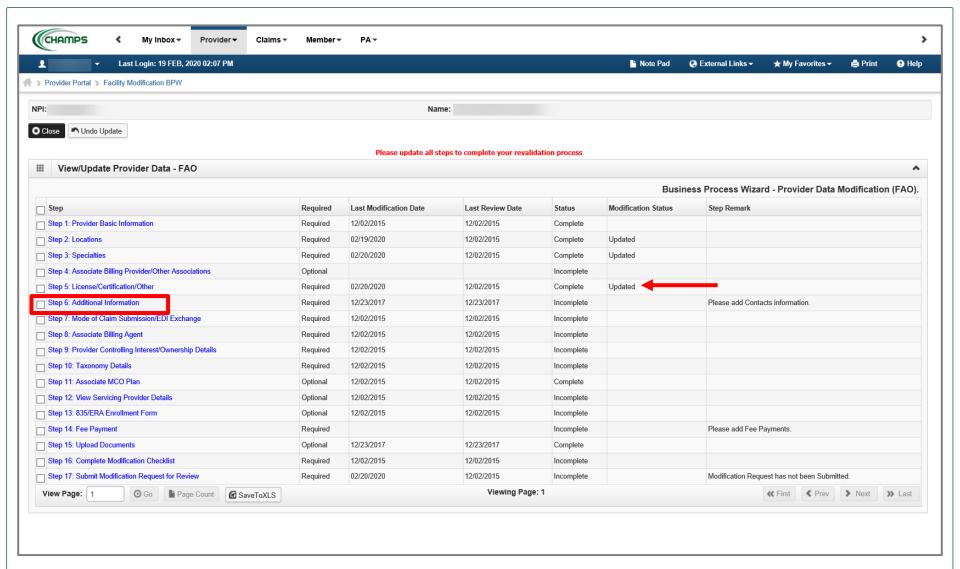
- Click Save
  - Depending on the type of License/Certification selected, there may be additional required information to update. Any required information will be indicated with an asterisk (\*).
- Click Close to return to the License/Certification/Other list page.



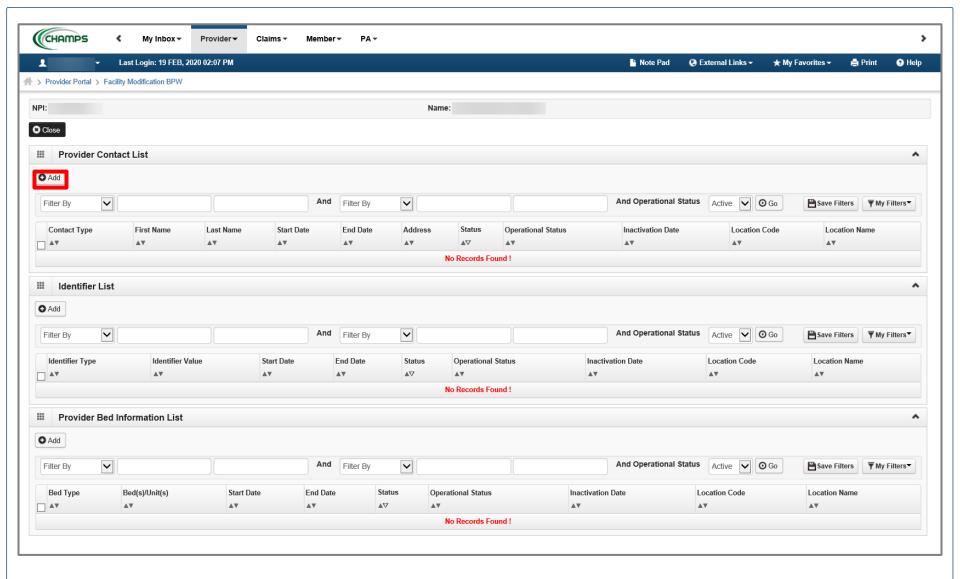


- Notice there are now two rows for License/Certification/Other, one that is approved and one that is in review.
- Review each License/Certification listed and make any necessary changes if needed.
- If no other License/Certification/Other needs to be edited, click Close.



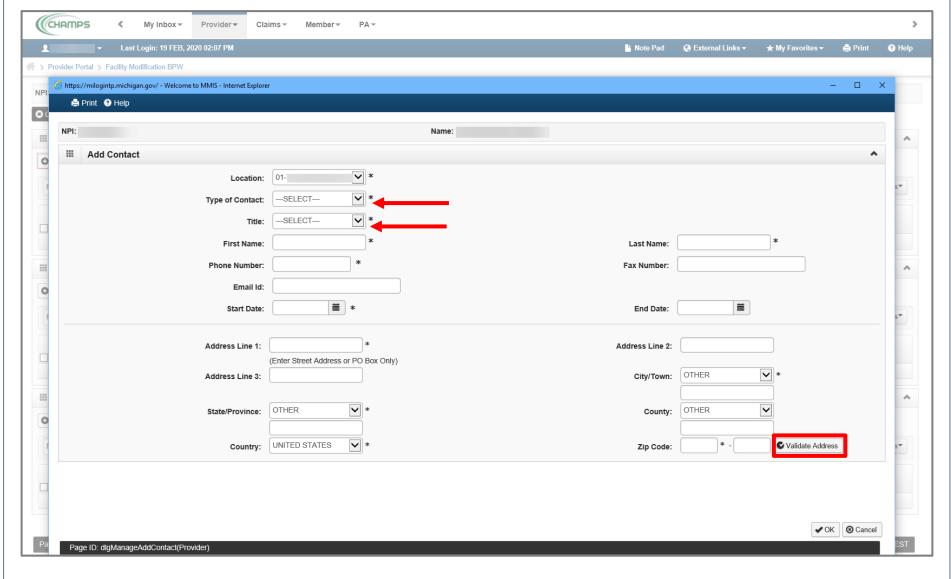


- Step 5 is Complete and a Modification Status of Updated as changes were made within this step.
- Click on Step 6: Additional Information
  - Based on the specialty selected in Step 3, Step 6 would be required. If Step 6 is not required move onto the next required step, <u>Step 7</u>.



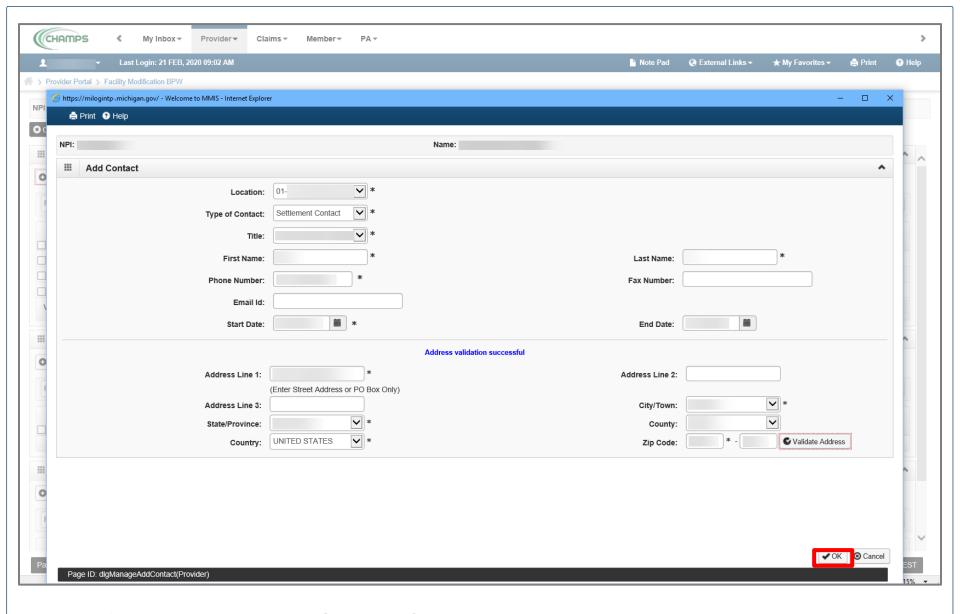
Click Add to enter contact information



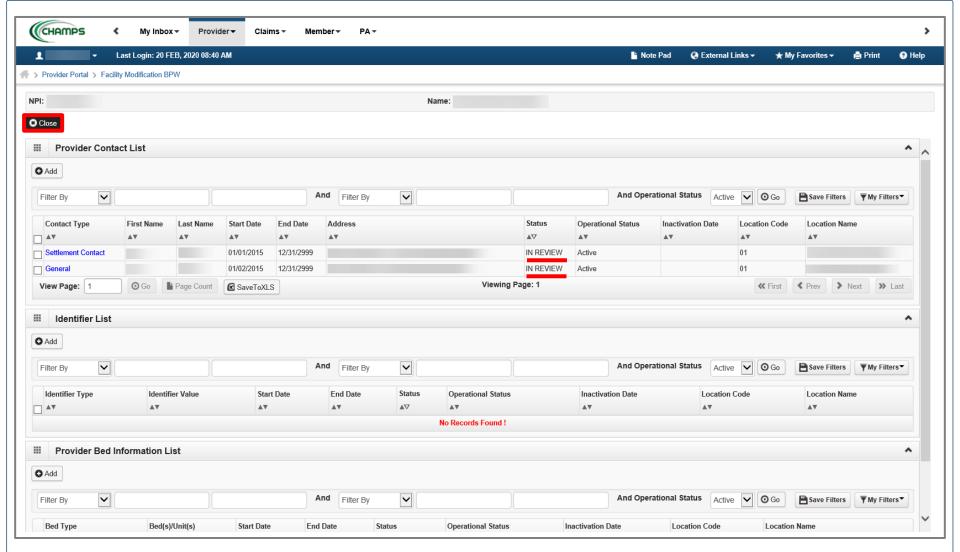


- Select the Type of Contact and indicate their Title from the dropdowns.
  - FAO providers must have both a Settlement and General contact listed.
- Enter all required information as indicated by an asterisk (\*).
- Click Validate Address

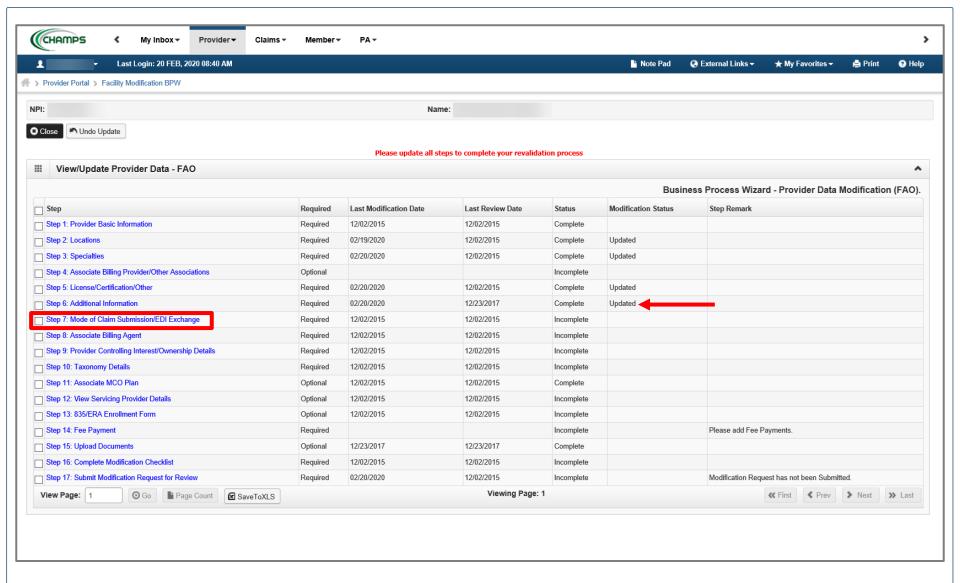




- The 'Address Validation Successful' message will appear indicating the address has been validated.
- Click Ok

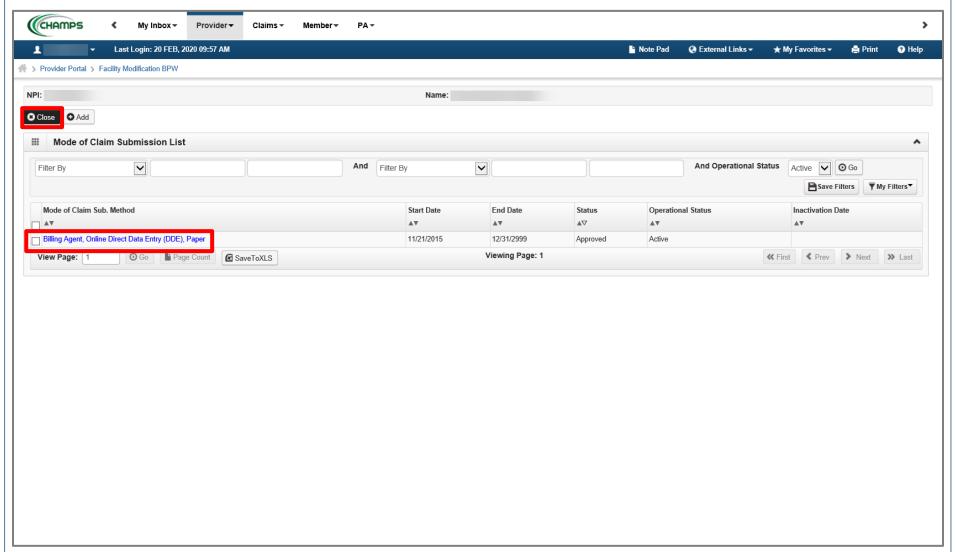


- The newly added contact(s) will show with an In Review status.
- Additional information can be entered in this screen, such as Identifier List and Provider Bed Information List.
  - Provider Bed information is required for Inpatient Hospital Specialties with a subspecialty of Acute Care, General,
     Critical Access, Children's Hospital, Short Term, Psychiatric, or Rehabilitation. Private Mental Hospital Providers with no subspecialty and State Psychiatric Hospital Providers with no subspecialty.
- When finished, click Close to return to the Business Process Wizard Steps.



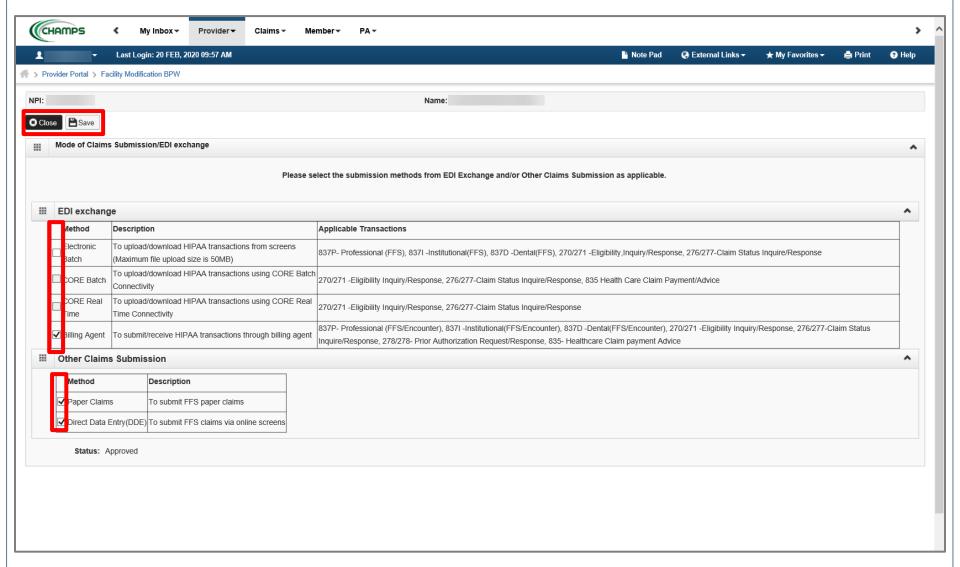
- Step 6 is Complete and a Modification Status of Updated as changes were made within this step.
- Click on Step 7: Mode of Claim Submission/EDI Exchange





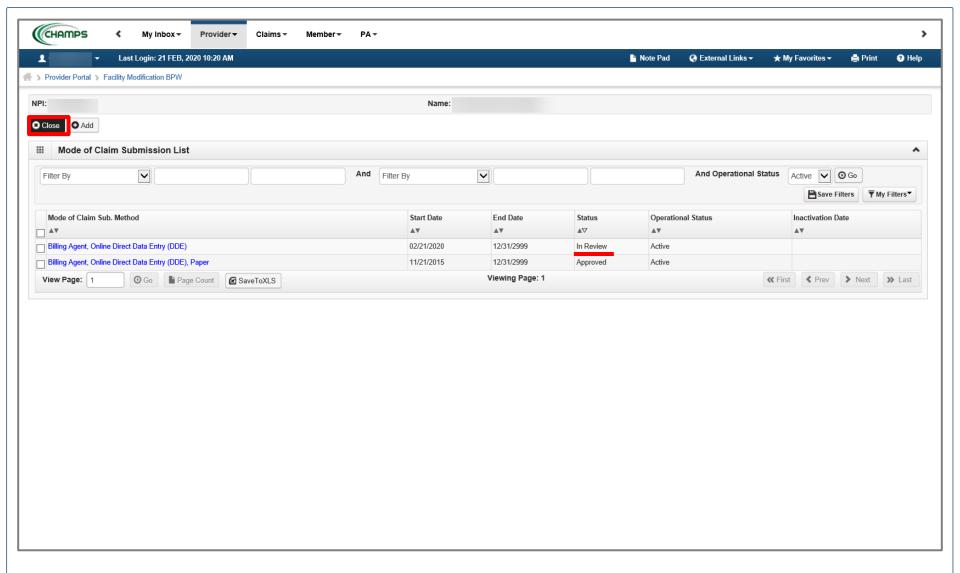
- The current mode(s) of claim submission will be displayed.
  - If the information listed is accurate and no edits need to be made, click Close to be returned to the <u>Business Process</u> <u>Wizard steps.</u>
- To add or remove a mode of claim submission click the mode of submissions hyperlink.
  - Continue to the next slide for further instructions on how to remove a mode of claim submission.





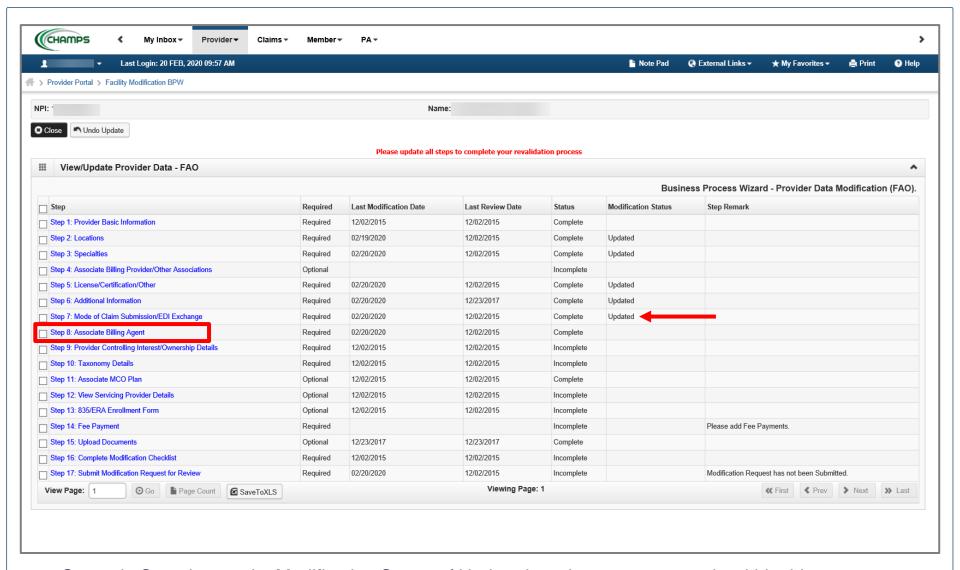
- To remove a mode(s) of claim submission click the check mark next to the method of submission.
  - Multiple methods can be updated at once, check or uncheck applicable methods.
- Click Save
- Click Close





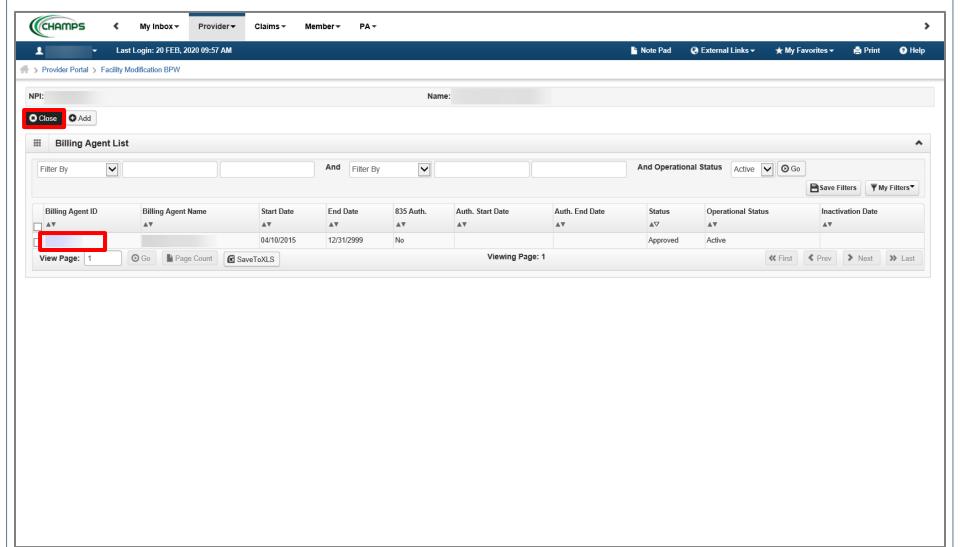
- Notice there are now two rows for Mode of Claim Submission, one that is approved and one that is in review.
- Click Close to return to the Business Process Wizard steps.



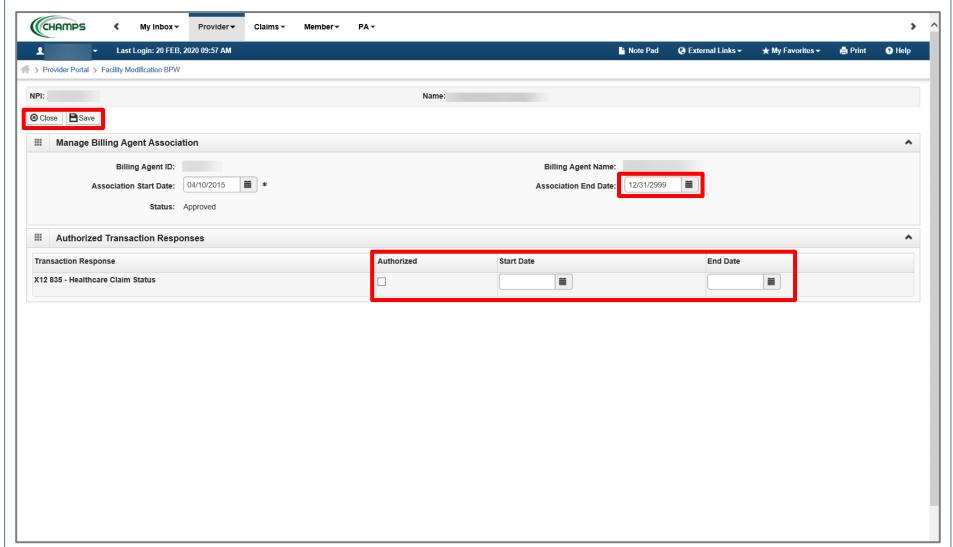


- Step 7 is Complete and a Modification Status of Updated as changes were made within this step.
  - Step 8 is optional and becomes required based on the selections made within step 7. If a billing agent is listed as a mode of claim submission, then step 8 will become required.
- Click on Step 8: Associate Billing Agent
- If step 8 is not required, continue to <u>Step 9: Provider Controlling Interest/Ownership Details</u>



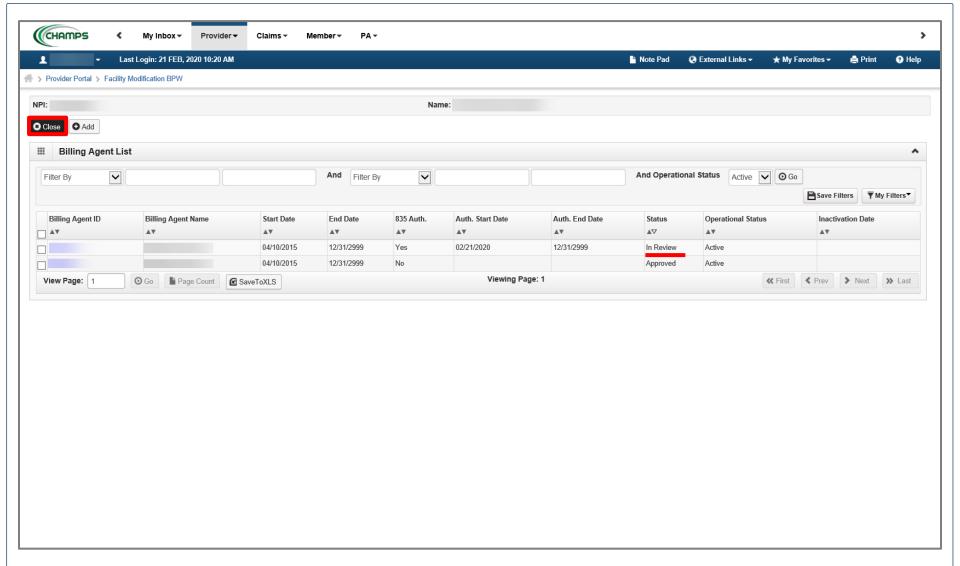


- The current billing agent(s) will be displayed.
  - If the information is accurate and no edits need to be made, click Close to be returned to the <u>Business Process</u> <u>Wizard steps.</u>
- To add a billing agent click Add
- To end date an association to a billing agent or remove/add the 835 authorization click the Billing Agent ID hyperlink.
  - Continue to the next slide for further instructions on how to end date a billing agent association



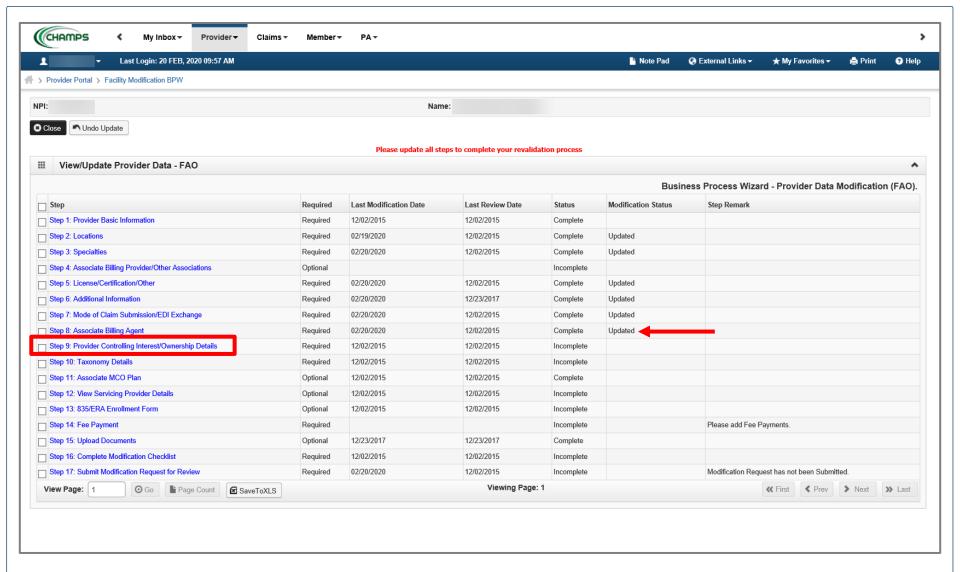
- To end date the association enter an end date.
  - Please note that if there is only one billing agent associated and an end date is entered a new billing agent will need to be associated, based on the information in Step 7 at least one billing agent would need to be associated.
- To add the 835 authorization check the box under Authorized and enter a Start and End date.
  - For further details about Associating to a billing agent or adding the 835 authorization <u>click here</u>
- Click Save
- Click Close





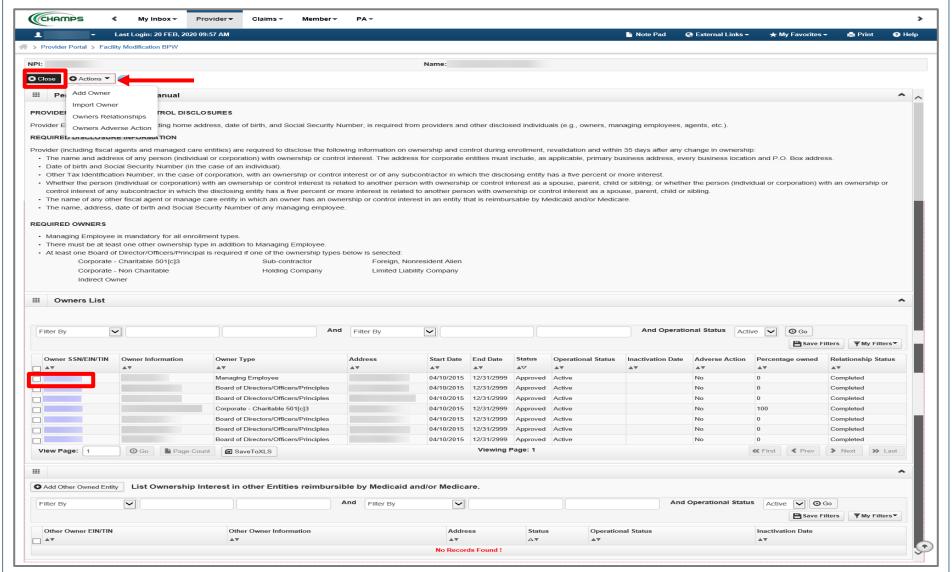
- There will be an In Review record as edits were made to the existing information.
  - In this example the 835 authorization was added.
- Click Close to be returned to the Business Process Wizard steps.



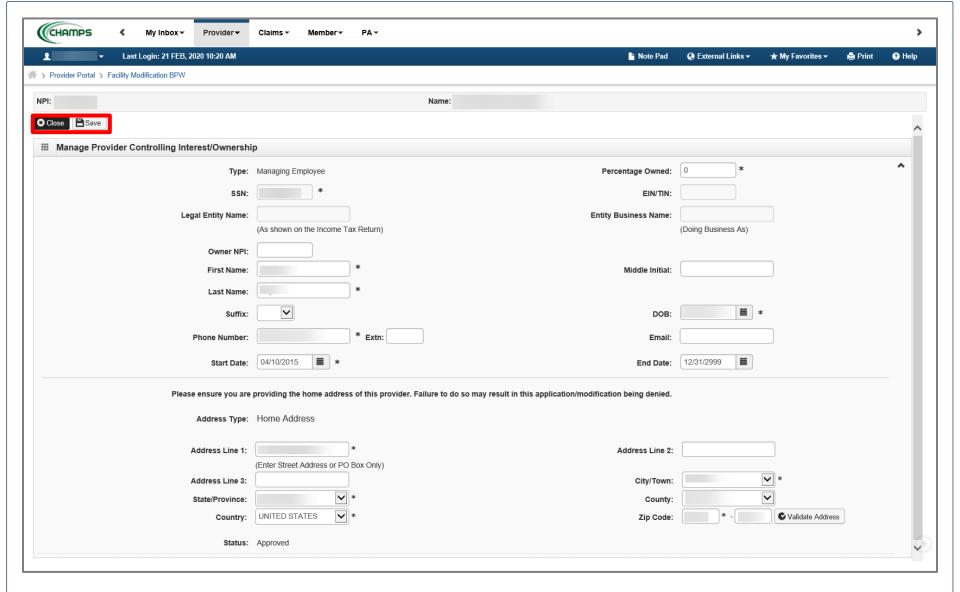


- Step 8 is Complete and a Modification Status of Updated as changes were made within this step.
- Click on Step 9: Provider Controlling Interest/Ownership Details



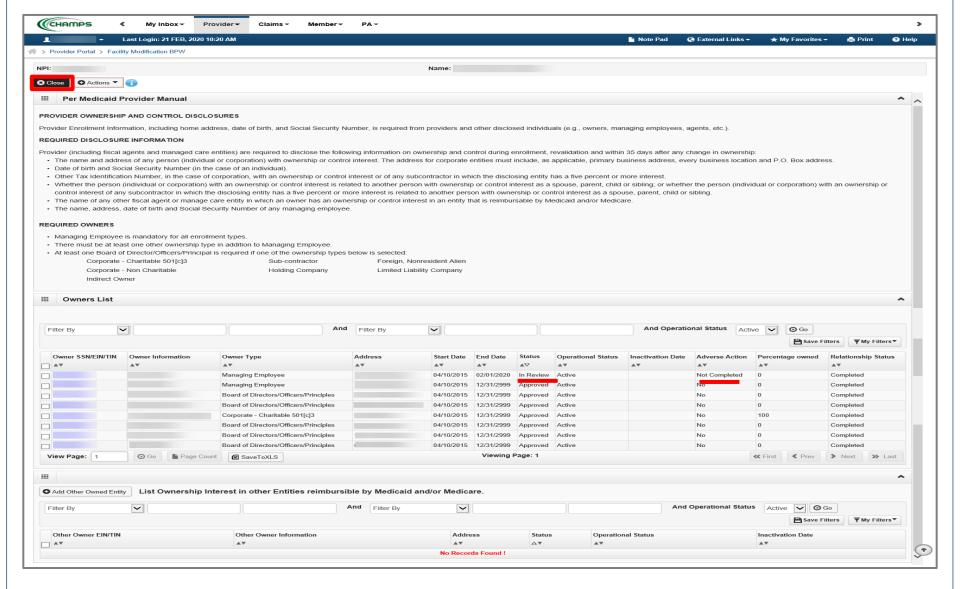


- The current Owner(s) will be displayed. For complete instructions on the Ownership step click here.
  - Review all owners, if no updates need to be made, click Close to be returned to the <u>Business Process Wizard steps</u>.
- To edit owner information select the owner SSN hyperlink.
- To add a new owner, edit relationship information, or complete the Adverse Action, select the option from the Actions dropdown. Please note if any owner information is updated the Adverse Action will need to be completed.
  - Continue to the next slide for further instructions on how to edit current owner information.

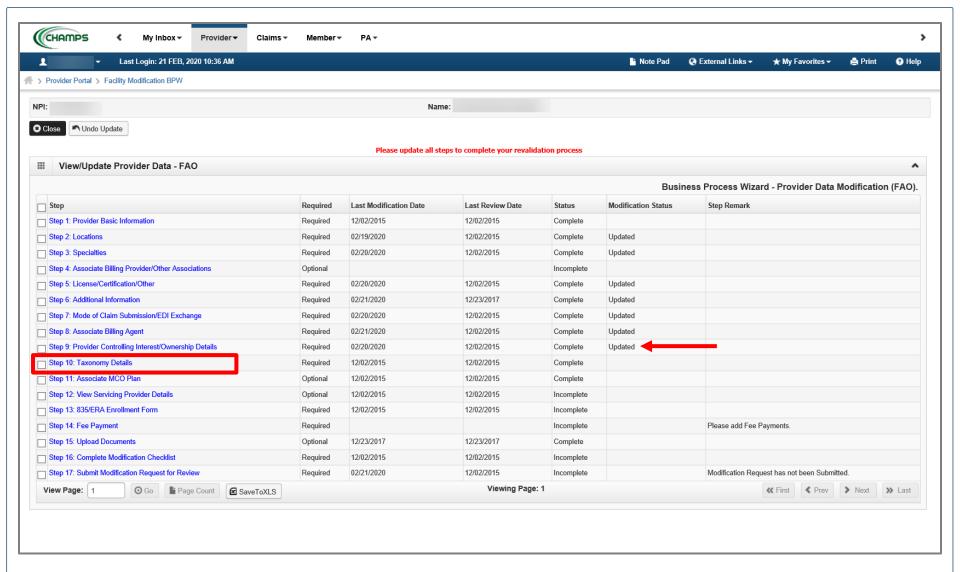


- Make any necessary updates. Ensure all fields marked with an asterisk (\*) are complete.
  - If the address information is updated the Validate Address will need to be clicked prior to Save.
- Click Save
- Click Close



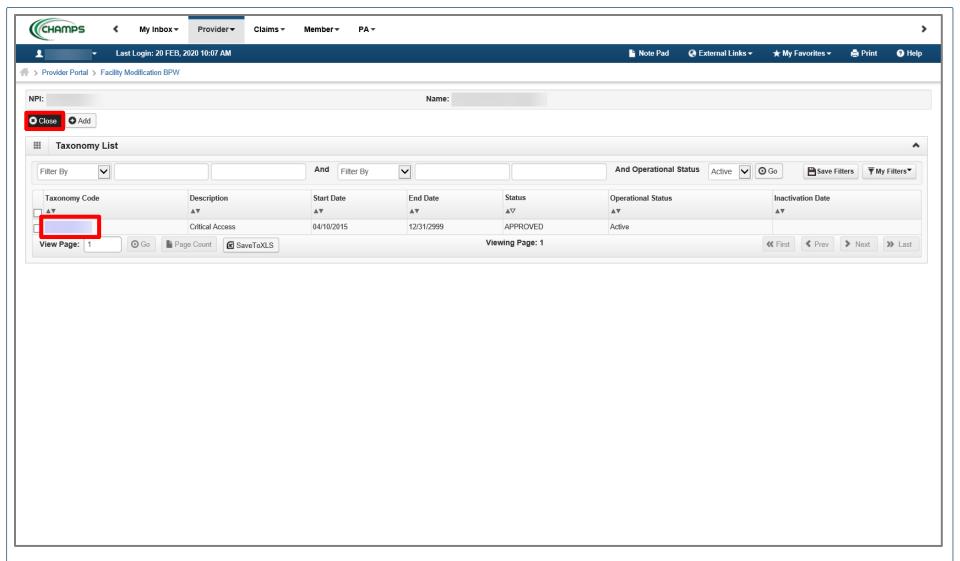


- Notice there are now two rows for the selected owner, one that is approved and one that is in review.
  - For complete instructions on the Ownership step <u>click here</u>.
- As owner information was updated the Adverse Action for any owner(s) would also need to be completed
- Click Close to return to the Business Process Wizard steps.

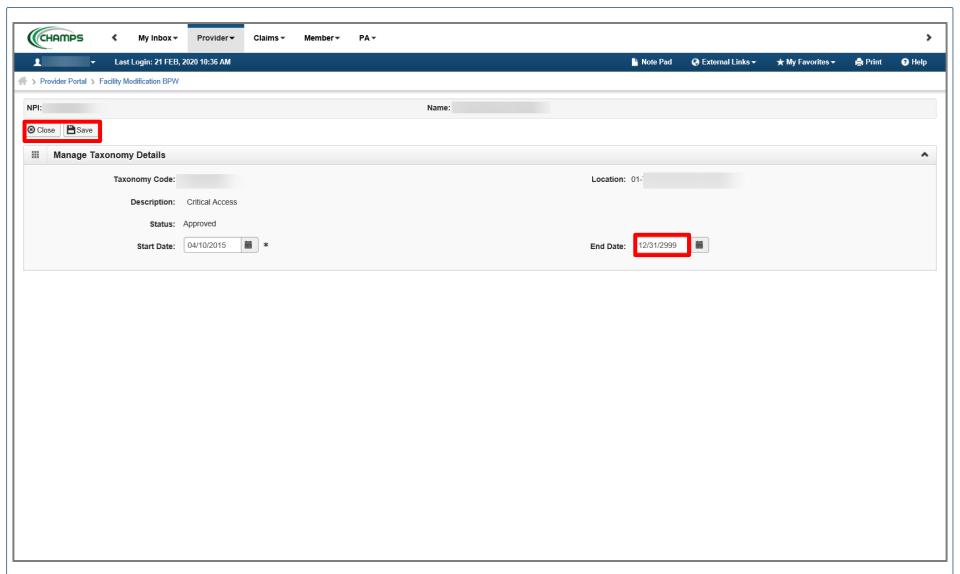


- Step 9 is Complete and a Modification Status of Updated as changes were made within this step.
- Click on Step 10: Taxonomy Details



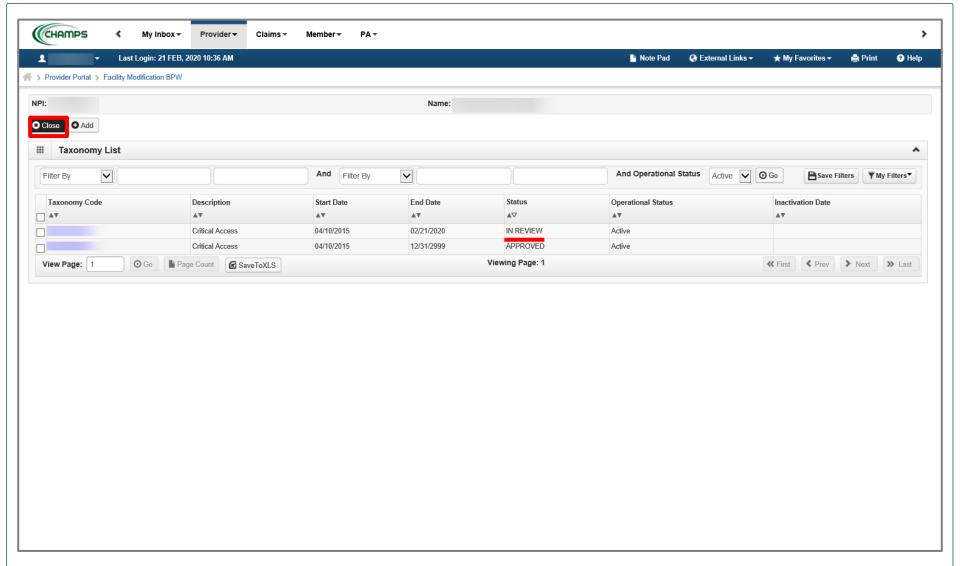


- The current Taxonomy(s) will be displayed.
  - If there are no edits that need to be made, click Close to be returned to the <u>Business Process Wizard steps.</u>
- To add a Taxonomy click Add
- To end date the current Taxonomy click the Taxonomy Code hyperlink.
  - Please note that if there is only one taxonomy listed and an end date is entered a new Taxonomy will need to be added.
  - Continue to the next slide for further instructions on how to end date a Taxonomy.



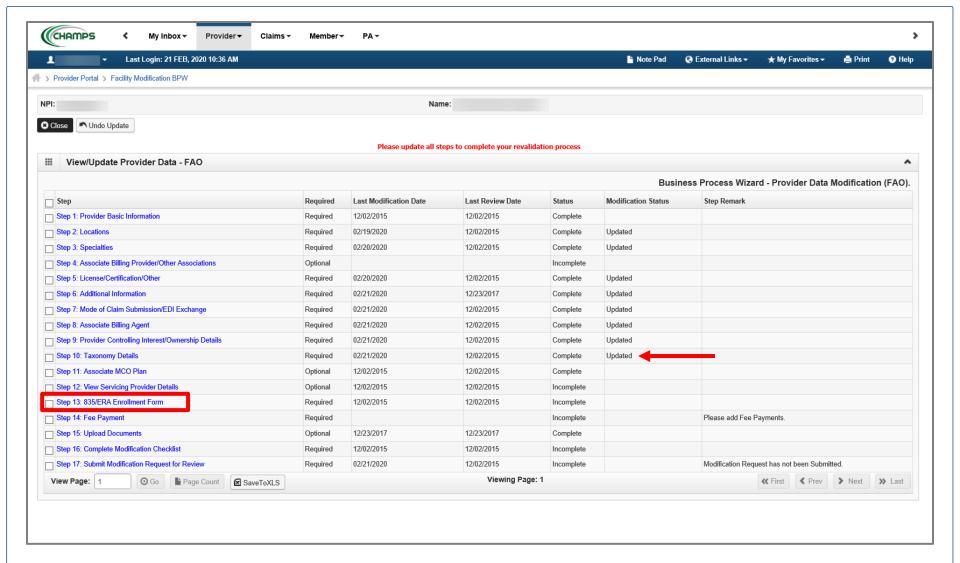
- Enter an end date
- Click Save
- Click Close



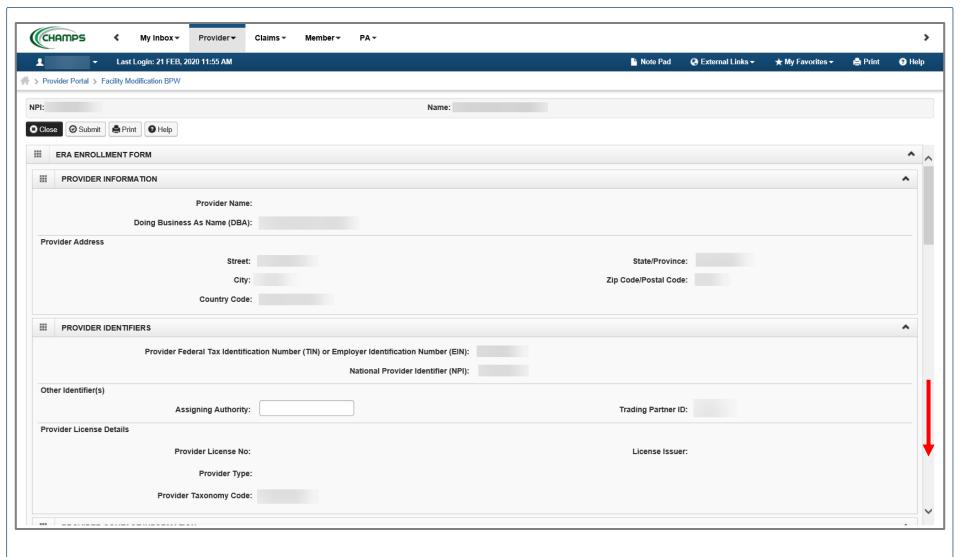


- Notice there are now two rows for the selected taxonomy, one in review and one that is approved.
- Click Close to be returned to the Business Process Wizard steps.



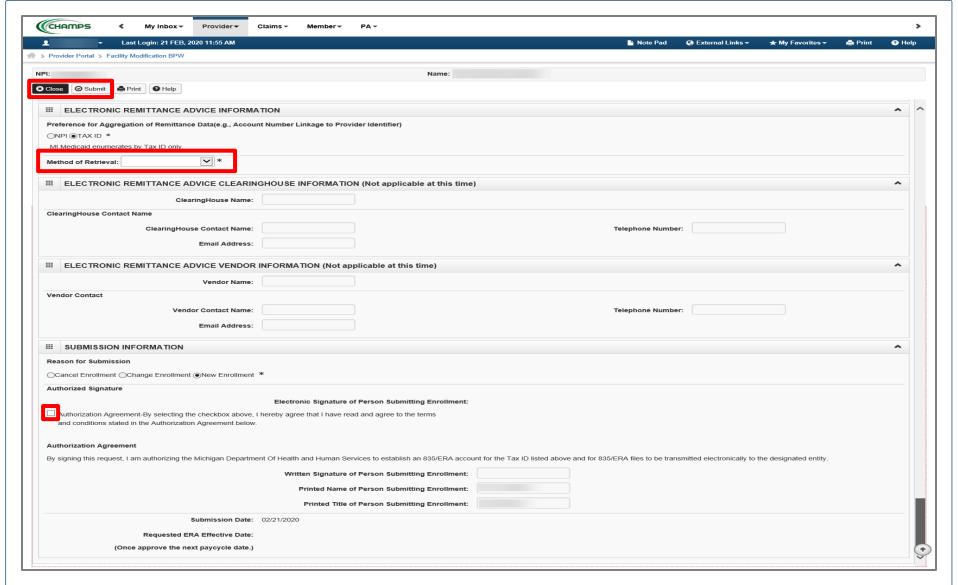


- Step 10 is Complete and a Modification Status of Updated as changes were made within this step.
- Click on Step 13: 835/ERA Enrollment Form
  - Step 13 is optional and becomes required based on the selections made within step 8. If a billing agent is authorized to receive the 835, then step 13 will become required.



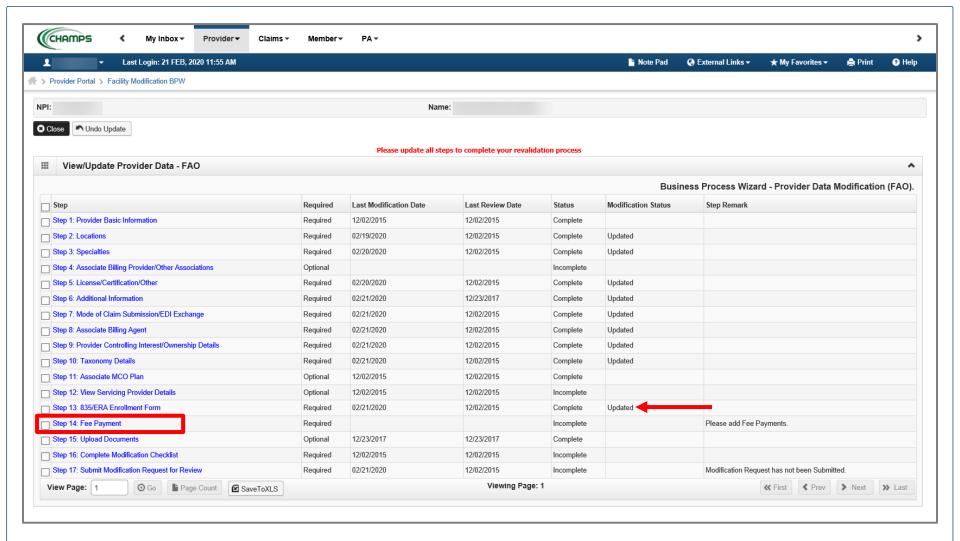
Review the information and scroll down to make changes or updates.





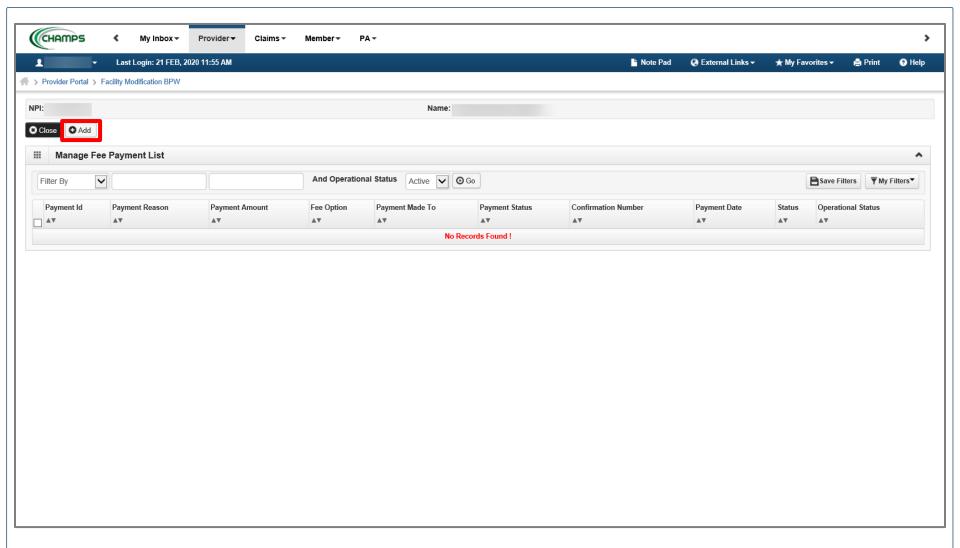
- Select the method of Retrieval from the dropdown
- And check the box next to Authorization Agreement
- Click Submit
- Click Close when complete





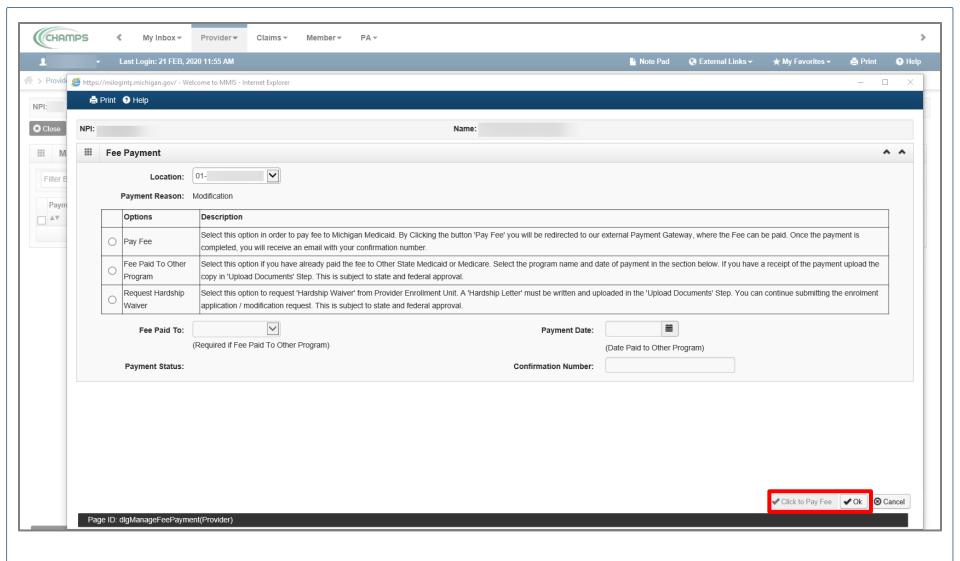
- Step 13 is Complete and a Modification Status of Updated as changes were made within this step.
- Click on Step 14: Fee Payment





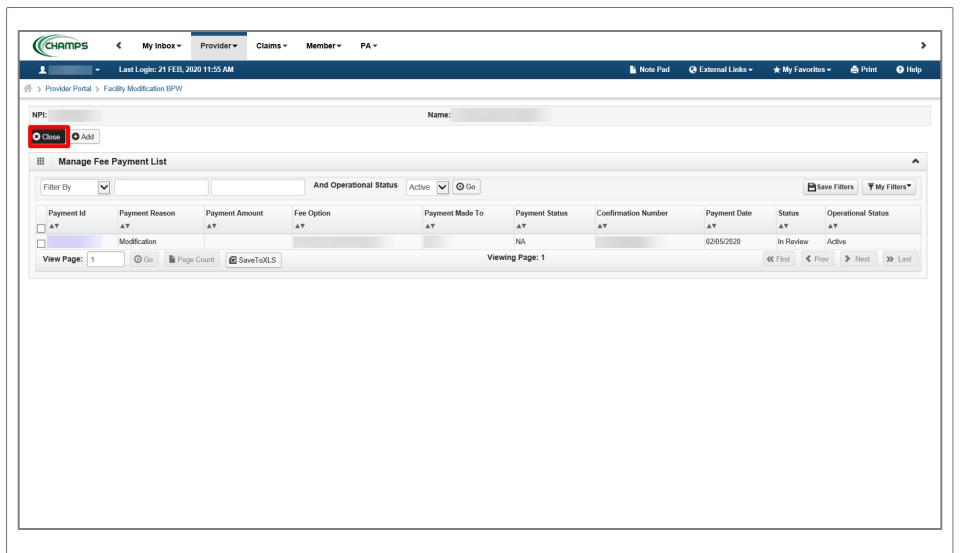
Click Add to enter the Fee Payment information





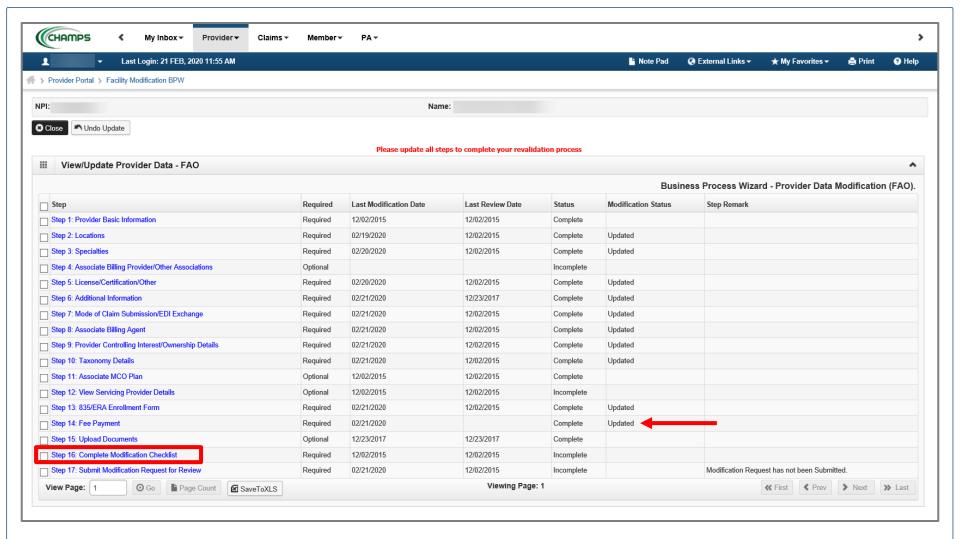
- Once the Fee Payment method has been selected click 'Click to Pay Fee' or Ok
- For complete instructions on entering the Fee Payment information <u>click here</u>.





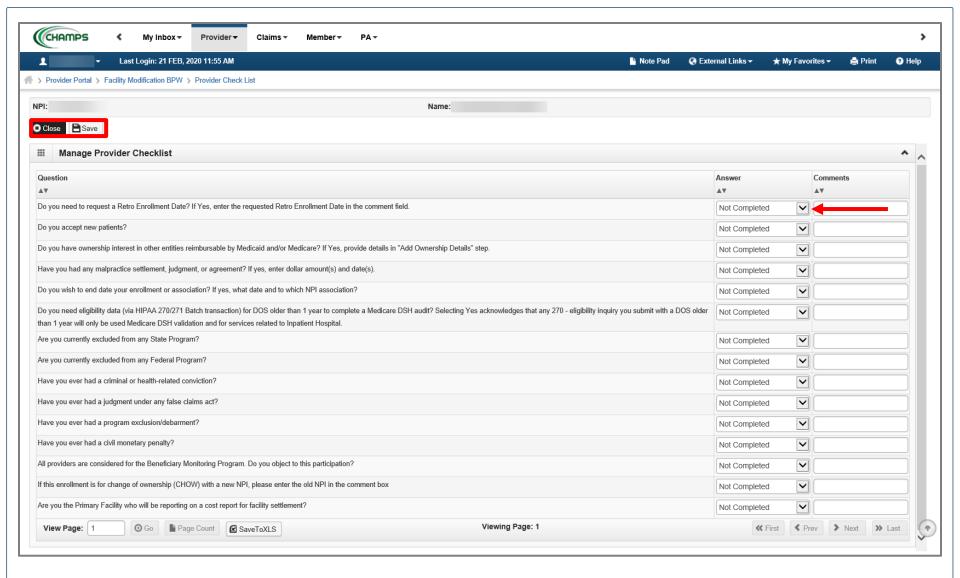
Once complete click Close





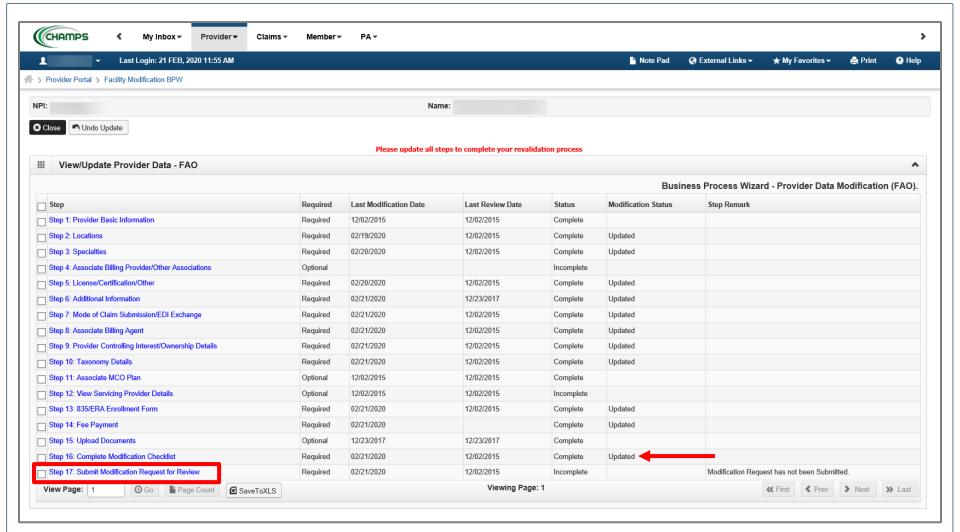
- Step 14 is Complete and a Modification Status of Updated as changes were made within this step.
- Click on Step 16: Complete Modification Checklist



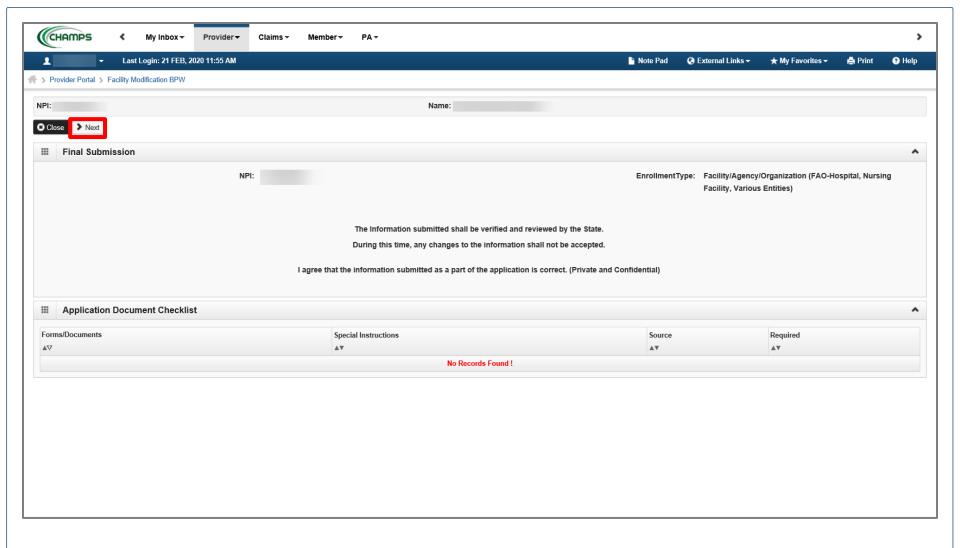


- Review each question and select Yes or No from the dropdown.
- Enter comments if necessary or required
- Click Save
- Click Close



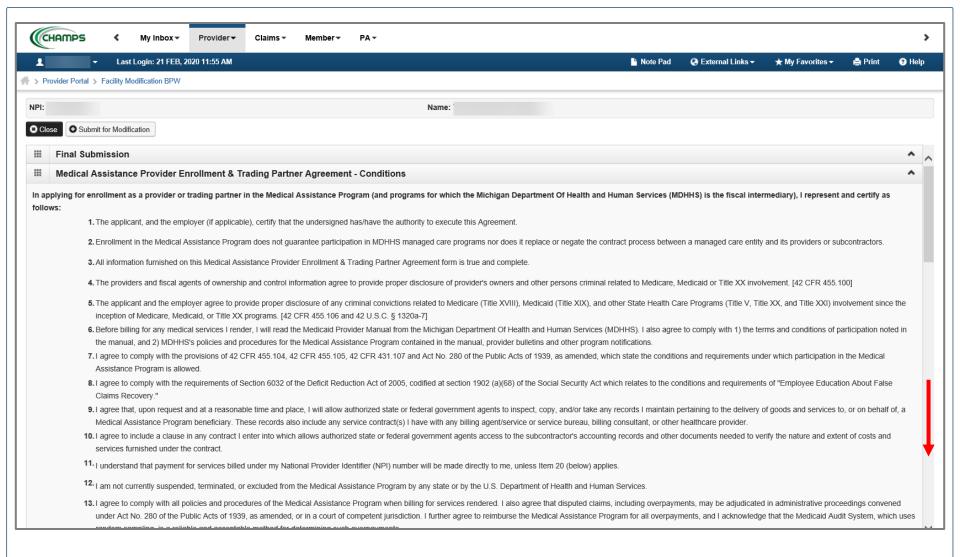


- Step 16 is Complete and a Modification Status of Updated as changes were made within this step.
  - Ensure all information has been reviewed for each of the required steps and make sure any updates have been completed.
- Click on Step 17: Submit Modification Request for Review
   (Please Note: If you chose not to complete optional steps you can still submit your revalidation)



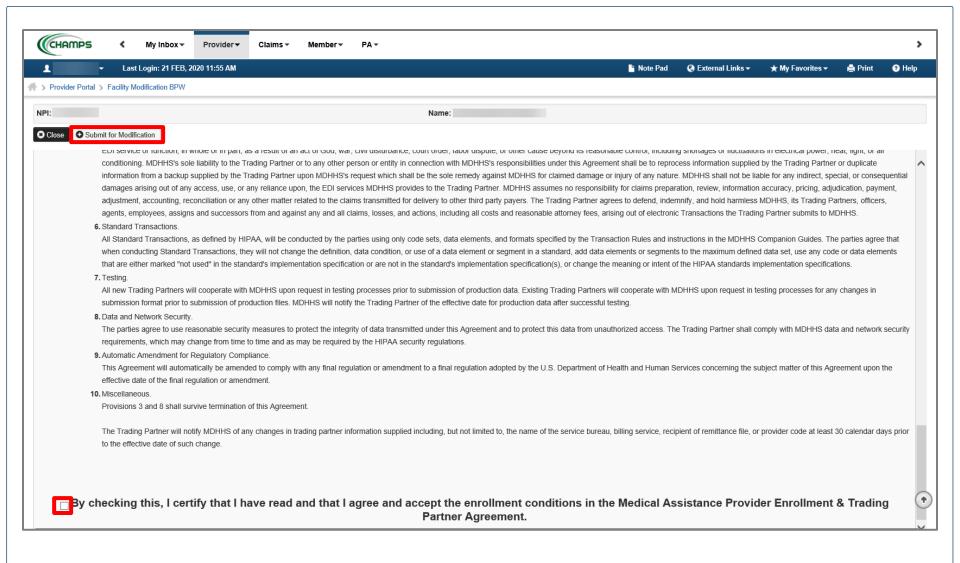
Final Submission: Click Next





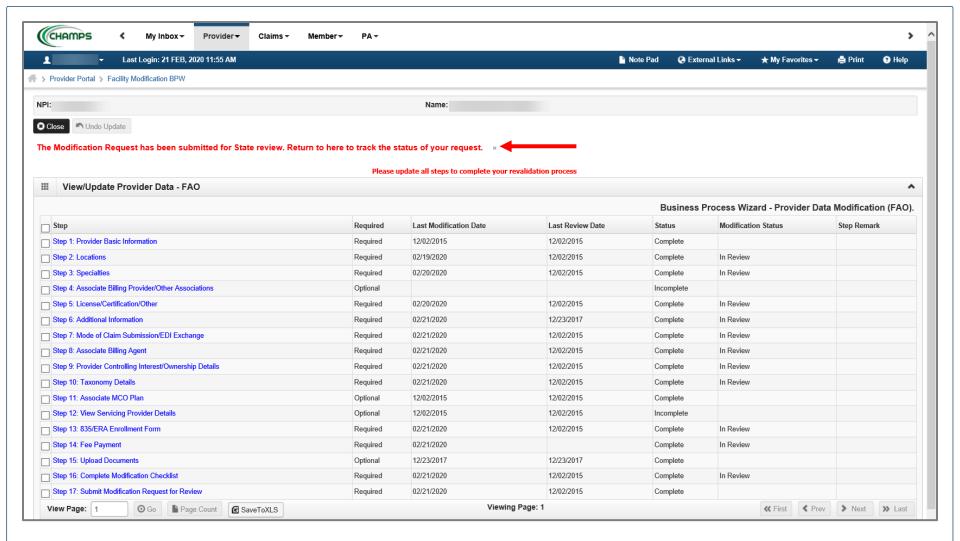
 Scroll down the page to review the Provider Enrollment & Trading Partner Agreement-Conditions





- Read through the entire list of Provider Enrollment & Trading Partner Agreement-Conditions
- Check the box at the end to agree to the Terms and Conditions
- Click 'Submit for Modification'
  - Once submitted to the State for review, changes cannot be made to the information.





- Step 17 is now complete, and the revalidation has been submitted to the State for review.
- Click Close
  - (Please Note: Optional steps may show as incomplete if you chose not to complete. This is ok.)



# Provider Enrollment Resources

Provider Enrollment website: <a href="www.michigan.gov/mdhhs/doing-business/providers/providers/medicaid/provider-enrollment">www.michigan.gov/mdhhs/doing-business/providers/providers/medicaid/provider-enrollment</a>

## SIGMA:

- New Facility/Agency/Organization (FAO) Providers must register with SIGMA as Vendors
- Please visit: <u>Michigan.gov/SIGMAVSS</u>

# Trainings:

- CHAMPS Enrollment Application: FAO User Guide PDF
- Domain Administrator Functions -PDF
- Fee Payment PDF
- Track Application PDF

#### Forms:

- Electronic Signature Agreement Cover Sheet (MDHHS-5405)
- Electronic Signature Agreement (DCH-1401)

### Provider Enrollment:

- 1-800-292-2550
- ProviderEnrollment@Michigan.gov
- ProviderSupport@Michigan.gov

